**JOB TITLE:** Manager, Animal Logistics

**REPORTS TO:** Senior Director, Operations

**POSITION SUMMARY:**

The Manager, Animal Logistics will play a key role in expanding our lifesaving capacity and helping California achieve a 90% save rate. The Manager will be responsible for guiding the Animal Logistics team to bring in rescue animals supporting our adoption driven demand while helping the source shelters maximize their lifesaving. Utilizing and developing foster volunteers to ensure animals have the shortest length of stay, the Manager will drive a foster strategy to expand capacity for the neediest animals in our community. The Animal Logistics team’s responsibilities include recruiting and managing relationships with source shelters, coordinating and executing animal transports, managing the animal’s pathway through our shelter (including foster homes) until ready for adoption, and growing/maintaining awesome relationships with our fosters.

The ideal candidate is outcome oriented, passionate about operational excellence, and possesses strong leadership skills. They are innovative, comfortable with driving change, and operating both at a strategic and operational level. This is a highly collaborative role partnering with members of various departments within the organization to accomplish HSSV objectives, including shelter and medical operations management as well as volunteer programs.

**ESSENTIAL JOB FUNCTIONS:**

* Manage innovative programs and services that improve animal flow and help save more lives.
* Promote sustainable departmental change management through analytical and iterative problem-solving.
* Promote transparency in communication and information flow across the organization and leads by example.
* Utilize the tools of education, motivation, coordination, evaluation, and analysis to achieve excellent customer service to both internal and external customers.
* Work with employees and other managers to update and change processes and procedures to continue scaling the functionality of the Animal Logistics Team.
* Work collaboratively and effectively in a cross-functional environment with other departments to accomplish organizational goals and objectives.
* In conjunction with the Senior Director, Operations, develop departmental goals and budget.
* Directly manages the Animal Logistics team, comprised of foster and rescue staff and supervisors.
* Work with the Volunteer team to manage over 1,000 current foster volunteers, plan and execute ongoing foster recruitment and provide ongoing educational opportunities to foster families.
* In partnership with Human Resources department, make hiring decisions, provide staff mentoring and coaching, write and present performance evaluations and corrective actions.
* Plans for optimal staffing to assure maximum productivity and service.
* Mediates all department personnel problems, maintains employee engagement, and structures the day to maintain a positive work environment.
* Train, coach and direct employees and volunteers to assure the same quality of customer service are provided to both internal and external customers.
* Assures that department staff are properly trained for their position.
* Ensure all animals are handled safely and humanely, and staff is properly trained in species-specific handling and restraint, utilizing fear-free techniques.
* Participation in rounds discussions that may result in euthanasia decisions.

**Position Requirements:**

* Minimum of 3 years’ experience of successful program, logistics, and people management in a dynamic setting, preferably in an animal shelter.
* Proven ability to deliver organizational outcomes
* Demonstrated leadership with strong problem-solving and decision-making ability.
* Ability to handle multiple tasks in parallel in a fast-paced environment.
* Previous experience working in a highly collaborative environment with cross-functional management team.
* Forward looking with strong initiative to strive for increased results.
* Effective problem-solving and decision-making ability.
* Ability to quickly adapt and adjust to the changing needs of the organization and community
* Excellent verbal and written communication skills to a diverse range of audiences and settings.
* Previous experience in the safe and humane handling of animals. Fear-free experience is a plus.
* Strong computer knowledge with proven proficiency in a Windows environment.
* Excels in working with various databases, accurately collecting and analyzing data, and creating reports.

**WORK DAYS & HOURS:**

Hours are flexible hours based on organizational need. HSSV is a 24/7/365 organization. Hours may include days or evening hours, weekdays, or weekends, depending on staffing needs. This position requires rotating after-hours emergency on-call phone shifts.