**JOB TITLE:** Manager, Community Services

**REPORTS TO:** Senior Director, Operations, and dotted line to Chief of Philanthropy & Community Development

**POSITION SUMMARY:**

The Manager, Community Services is a key role in maintaining the highest level of excellence in customer-facing areas including intake and medical reception. The manager will oversee the team scheduling and coordinating medical services with the public, including vaccine clinics and spay/neuter services. In addition to the responsibility of managing HSSV’s intake and community services, including owner surrenders, strays, Pet Pantry, TNR, and Emergency Boarding, this position will execute new community service programs that are created by the Community Development team. Duties also include ownership of HSSV’s customer service philosophies and developing programs and initiatives to provide an exceptional customer experience.

The ideal candidate is passionate about customer service and operational excellence, takes an innovative look towards challenges and is comfortable with running day-to-day operations. This is a highly collaborative role partnering with members of various departments at different levels within the organization to accomplish HSSV objectives, including shelter and medical operations management, marketing, development, and volunteer programs.

**ESSENTIAL JOB FUNCTIONS:**

* Directly manages all staff in the Community Services department.
* 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.
* In conjunction with the Senior Director, Operations, develop departmental goals and budget.
* Work collaboratively and effectively in a cross-functional environment with other departments to accomplish organizational goals and objectives.
* Manage innovative programs and services that prevent pet relinquishment and provide support to underserved pets in the community.
* 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 in order to continue scaling the functionality of the Community Resource Team.
* Participation in rounds discussions that may result in euthanasia decisions.

**Position Requirements:**

* Minimum of 3 years’ experience of successful program and people management in a dynamic setting, preferably in an animal shelter and/or customer service.
* 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.