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**Senior Director of Operations**

**Job Description**

Serving Indianapolis and the surrounding counties since 1905, IndyHumane provides vital services to animals and people alike through sheltering and [adopting animals](https://indyhumane.org/find_pet), providing [positive reinforcement behavior training](https://indyhumane.org/services/#behavior-resources) for adoptable animals through our behavior programs, and outreach through our community and shelter programs.

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| Title | Senior Director of Operations |
| Department(s) | Administration |
| Reports to | Chief Executive Officer |

Job summary

The Indy Humane Senior Director of Operations provides direct leadership to the Operations staff to meet the defined strategic goals and metrics. They are responsible for the overall direction, coordination, and performance of IndyHumane Operations including; Customer Service, Canine, and Feline Care and Behavior. The Senior Director of Operations works collaboratively with other teams and team members to ensure that IndyHumane fulfills its mission and achieves its vision. The Senior Director of Operations will play a key role in in helping IndyHumane grow and expand their services to the community as well as supervise the physical update and expansion of our facilities.

**Essential Position Duties & Responsibilities**

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

Develop a strong team to ensure all goals are met efficiently and effectively.

* Provide leadership to the department in all areas – set clear and high expectations, provide effective coaching to develop the team, and provide an example to the team.
* Structure the department for maximum impact for the agency.
* Effectively perform all supervisory functions of hiring, coaching, training, disciplining, and terminating, according to IndyHumane policies. Hold employees accountable for meeting their goals and assignments and take appropriate steps when problems occur.
* Principal organization leader who plans, develops, and establishes policies and objectives of operations in accordance with direction provided by the CEO.
* Maintains positive relationships and work collaboratively with other IndyHumane Departments to ensure that our animals spend the least amount of time possible within our shelter.
* Works effectively with Development and Finance to expand resources and services for our patrons and the community.
* Establishes and implements goals and action plans consistent with strategic and long-range plans as approved by the CEO.
* Develops and implements new programming and expansion of the overall mission.
* Advocates for, and participates in, Performance Management activities with direct reports to ensure goal achievement and continuous growth and development.
* Recruits, train, coach, supervise and evaluate Operations management staff. As well as provide mentorship for leadership development.
* Oversees all daily operations of Operations including Canine/Feline Care and Behavior, and Customer Service.
* Participates in budget generation and oversight with Chief Financial Officer.
* Maintain good relationship with the community through sound public relations and outreach program.
* Keep up to date on best practices and new opportunities in animal welfare both locally and nationally.
* Strategic thinking and ability to develop an effective long-term strategy and vision.

Establish and maintain effective policies and procedures to support IndyHumane’s strategic plan as it relates to the care of our animals and our customer service, including (but not limited to):

* Ensuring that our Behavior teams are practicing the most up to date training methods.
* Ensuring that our Animal Care Team is practicing safe and effective animal care practices.
* Ensuring that our Customer Service Team is highly effective at educating and counseling our patrons and that barriers to adoption are removed.
* Establishing, tracking, and monitoring appropriate metrics to assess effectiveness and provide reporting on these metrics.
* Support the development and fundraising efforts of IndyHumane

Positively influence organizational culture to ensure it is appropriate and effective to achieve the mission of the organization and motivate and retain quality staff.

Establish and promote positive communication among all team members of IndyHumane to increase collaborations and reduce inefficiencies.

Serve as a vital member of the leadership team by staying abreast of agency-wide issues and contributing to the development and achievement of the agency’s long-term vision and short-term operating plans.

Represent IndyHumane in a professional manner at all times, providing courteous service to both internal and external constituents and presenting a positive image of IndyHumane.

**Qualifications**

* Bachelor’s degree required from a four-year college or university with a preference for a master’s degree in a related field. Or equivalent experience.
* 5+ years' experience in a management position of a non-profit industry preferably in Animal Welfare.
* The ability to think strategically and develop an effective long term strategy.
* Ability to inspire and engage others around a shared vision and strategy.
* Effecting planning skills, with the ability to successfully manage a project from start to finish within established timeframes and goals.
* Able to effectively manage both the overall process and personnel of a department.

# Effective analytical, problem solving, and decision-making skills (can gather and analyze data and information, track trends, and draw conclusions). Able to think logically, creatively, and analytically.

* Able to prioritize, organize tasks and time, and follow up. Able to juggle multiple requests and meet multiple deadlines.

# High detail orientation and accuracy.

# Effective verbal, written, and interpersonal skills. Effective listening skills.

# Can effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels and roles (e.g. senior management, staff members, volunteers, donors, etc.).

* Able to resolve conflicts among employees, volunteers, patrons etc... Is able to negotiate and influence leaders, peers and employees in a productive manner.
* Proactive in anticipating and alerting others to challenges with projects or processes.
* Takes initiative and needs little supervision. Willing to learn and engages in self-learning.

# Able to work well in a team environment.

* Able to read and interpret basic contracts.
* Proficient in computer skills, i.e. Microsoft Word, Excel, e-mail, etc… Experience with Shelter Management systems (Pet Point, Clinic HQ) preferred.

**Pay Range: $75,000 to $90,000 per year based on experience**

**Please send resume to Bellison@indyhumane.org**

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.