



Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.

Job Title: Operations Manager

Department: Operations

Position Status: Full-Time, Exempt

Reports To: Executive Director

Schedule: Monday – Friday, Occasional Weekend Availability (40 Hours per week)

Starting Salary Range: \$47,000 - \$52,000 annually (Based on experience)

POSITION SUMMARY:

The Operations Manager assists with the development and implementation of operational policies and procedures and will be predominantly assisting with recruiting, onboarding employees, and helping promote a company culture that encourages morale and performance. Additionally, the position will act as the point person with all matters related to facilities including large-scale facilities projects.

DUTIES & RESPONSIBILITIES

Including but not limited to:

- Assist the Executive Director with day-to-day, monthly, and annual operational duties
- Assist in the project management of large-scale facility acquisitions, builds, and updates
- Oversee recruiting, hiring, and initial interviews for all staff
- Oversee the employee onboarding & training process to maximize staff retention
- Oversee the volunteer program by supervising the Volunteer Coordinator
- Coordinate staff activities to cultivate organizational culture & engagement
- Oversee benefits & insurance administration for employees and as well as organizational wide policies
- Ensure staff are enrolled and educated on organizational benefit offerings
- Manage and oversee all aspects of a company's payroll processing including timecard corrections, PTO, and time approvals
- Maintain working knowledge and understanding of relevant employment laws, regulations, and policies and terms and conditions of employment
- Work to support a positive, productive, and inclusive culture by developing, communicating, and implementing principles and practices that support BRHS's values and culture
- Promote diversity, equity and inclusion as critical components of BRHS's culture, and facilitate effective communications and other strategies to promote a collaborative and productive working atmosphere
- Conduct annual facilities & safety audits to determine priorities
- Examine internal workflows and processes to identify bottlenecks and inefficiencies

- Facilitate contracts with companies related to regular maintenance procedures
- Ensure staff are trained in necessary organization emergency procedures
- Continually monitor facilities for needed replacement, preventative maintenance, or repair using scheduling & internal reporting methods with the Facilities Coordinator
- Coordinate facility maintenance/management and building improvements with the appropriate department with the Facilities Coordinator
- Coordinate maintenance and repairs for the organization vehicle fleet with the Facilities Coordinator
- Assist in annual budget management.
- Other duties as assigned

Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook as well as in department Standard Operating Procedures.

QUALIFICATIONS, WORK ENVIRONMENT, & PHYSICAL DEMANDS:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's Degree preferred
- 3 years of relevant experience required
- Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards.
- Must have the ability to lift and carry small parcels, packages and other items, to walk short distances, and drive a vehicle to deliver and pick up materials
- Ability to be in a shelter environment and handle dogs of all sizes and cats when necessary
- Excellent interpersonal skills
- Excellent verbal and written communication skills
- Strong analytical, critical thinking, creative problem solving, judgment, influencing, and decision-making skills
- Strong organizational skills; ability follow through on tasks and goals
- Proficiency in Microsoft Office applications
- Project management experience
- Ability to function independently and as part of a team
- Detail oriented and well organized
- Display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense and good listening ability
- Proven ability to build and maintain productive relationships, effectively managing conflict, and motivating others
- Commitment to treating others with dignity and respect

- Commitment to protecting and maintaining confidentiality
- Must share Blue Ridge Humane Society’s commitment to animals
- Highly motivated and self-directed
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner
- Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards. Must have the ability to lift and carry small parcels, packages and other items, to move short distances, and drive a vehicle to deliver and pick up materials.
- This individual may be working with potential biohazards related to animal exposure (airborne allergens, contact reactions) and may be exposed to animal diseases and/or diseased animals. Must be able to work safely with a variety of cleaning materials.
- Must love animals AND people!

Must be willing to give permission for a background check and a DMV report. Must possess a valid, unrestricted driver’s license with a driving record acceptable by Blue Ridge Humane Society’s insurance carrier. May be asked to submit to drug testing during employment.

Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

Employee Printed Name

Employee Signature

Date

