



pasadena humane society & spca

Vice-President of Operations

FLSA Classification

Full Time, Exempt

REPORTS TO: President/CEO

DIVISION: Operations

DEPARTMENT: Operations

PROGRAM: Operations

JOB DESCRIPTION

SUMMARY/OBJECTIVE

The Vice-President of Operations is responsible for assisting with planning and securing ongoing stability of the Pasadena Humane Society (PHS) by building and managing the financial, operations, administration, and programs of the Operations Division of PHS. Act as a member of PHS's Executive Team and work with the team to set organizational goals. Monitor the Operations division's work and evaluate results to ensure PHS's objectives and requirements are met and conform to the needs and the mission of PHS.

SUPERVISORY RESPONSIBILITIES: All Directors in the Operations Division

JOB DUTIES AND RESPONSIBILITIES

- Plans, organizes, oversees and manages the Placement and Customer Care, Behavior, Field Services, Licensing, Animal Care, and Maintenance and Facilities departments and programs.
- Works with the Executive Team to set overall organizational policies and priorities.
- Creates and assures the proper implementation of organizational and divisional policies, procedures, and programs.
- Responsible for the management, supervision, training, payroll, evaluation, and general productivity of the workforce of all Division of Operations employees. Ensures all team members meet or exceed the expectations of the organization's mission and values. Collaborates with the Director of Human Resources on talent management and employee relations issues, including recommendations for terminations.
- Develops and manages programs that ensure animals' needs are met, they are transferred within the facility in a humane manner, and the facility is clean and sanitized. Ensures that the behavior needs of all animals are met to the highest quality and ensures that PHS meets the Five Freedoms for the animals in our care.



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- Oversees PHS contracts with service cities for animal control services and animal sheltering. Work with Administration on the contract creation and liaison with government officials regarding the operational side of the contracts.
- Ensures field officers are educating the community, enforcing ordinances, rescuing animals using a high level of customer service and humane animal handling.
- Ensures compliance with animal related laws and works with Executive Team towards advocacy for animal welfare in the community.
- Responsible for financial management of Operations division including all revenue, expenses, and processes.
- Creates division strategic plan and budget goals.
- Analyzes and creates processes for operational needs taking into account financial, administrative and operational implications for PHS.
- Works with Administration on purchasing, budget analysis and forecasts.
- Creates and analyzes organizational reports and statistics.
- Acts as vendor liaison for major operational projects and operational needs.
- Researches new products, laws, regulations, etc. for the purpose of recommending purchases, contracts, and proper maintenance of the organization.
- General management and implementation of all Facility services including space planning, building maintenance, janitorial services, security, capital improvements, overseeing vehicle fleet.
- Oversees shelter software programs ensuring accurate data entry, and software upgrades.
- Ensures a safe working environment; oversees organization's OSHA compliance and monitors Worker's Compensation programs in liaison with Human Resources.
- Ensures a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate.
- Promotes positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Address customer complaints.
- Upholds Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Participates as needed in special department projects.
- Works as a team member with other departmental managers.
- Represents PHS at outside meetings, act as a liaison with other organizations and contractors/partners as needed. Make presentations and speak publically about PHS.
- Performs other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.



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- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.
- Must have valid driver's license with a satisfactory driving record.

SKILLS AND QUALIFICATIONS

- Bachelor's degree or minimum of 10 years of management experience with the last 5 years in a senior management role, in lieu of degree.
- Proven leadership and management skills.
- Animal welfare or veterinary management experience a plus, but must have proven experience with financial management and program development skills.
- Past experience working for a complex non-profit organization involving a significant number of people with diverse and varied interests and backgrounds a plus.
- Excellent oral, written and interpersonal communications skills. Ability to create and read financial statements, create reports and spreadsheets. Must have a high degree of technical expertise in organizational operations and financial management.
- Proven success with strategic planning, process re-engineering and project management.
- Maintains a professional stance and encourages professionalism in all operations activities.
- Self-motivated, well organized, goal-oriented, and works effectively under pressure.
- Computer skills to include database management experience.
- Able to lead and motivate groups of individuals, internally and externally. Able to effectively manage a large staff, multiple deadlines and time constraints. Must be able to work a flexible schedule.
- Proficient in computer applications, including the shelter system, Microsoft suite and email.
- Strong sense of professional judgment and ability to maintain confidentiality.

WORK SCHEDULE

- Must come to work regularly. Must be able to work early or late hours according to the needs of the organization, including weekends and holidays.

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.



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- 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.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.