



Position Description
May 8, 2018

Job Title: Director of Operations

Position Reports To: Executive Director

FLSA Status: Exempt

Location: Admin Office/Adoption Centers

Shift: Varies

Posting Closes: When Filled

Organizational Overview: San Antonio Pets Alive! (SAPA!) is a private nonprofit organization that saves the lives of dogs and cats that find themselves at San Antonio Animal Care Services by no fault of their own. Last year SAPA! saved the lives of more than 6000 dogs and cats by finding them loving adoptive families, placing them in foster homes, and transporting them to other communities across the country. In addition, SAPA! provides necessary medical services to ensure each pet is healthy and happy.

Position Responsibilities: The Director of Operations of San Antonio Pets Alive is responsible for overseeing the organization's consistent achievement of maintaining and increasing the city's save rate through the continual push for cutting edge programming. This requires taking responsibility for specific aspects of program implementation, planning, supervision, as well as achievement of fundraising and lifesaving goals. The expectation is that the Director of Operations will learn all major aspects of management of the various programs and could fill in for any program managers.

Essential Job Functions:

- Manage SAPA's lifesaving operations and the rescue of 6,000 animals per year.
- Ensure quality care and humane treatment for the animals in SAPA's care.
- Plan, organize, coordinate, review, evaluate, and direct the implementation of all programs providing animal care.
- Supervise the operations of four facilities across San Antonio, providing unyielding positive, programmatic support for over 40 employees in an extremely fast paced work environment.
- Recruit, manage, and direct all operational managers and assist them in recruiting, managing, and directing their employees and effectively using the volunteer workforce.

- Manage the contract between SAPA, the city's highest volume pet partner (HVPP), and City of San Antonio Animal Care Services, which has an annual intake of 31,000.
- Manage relationships and aid partner shelters and the general public.
- Oversee the SAPA intake program as well as the fast flow through of animals into SAPA programs and facilities.
- Implement short and long-term strategies to fill capacity, increase adoptions especially of target animals, improve animal care, and provide behavior, and medical support.
- Oversee the SAPA Placement and Transport programs, implementing innovative strategies to tackle challenges and maximizing the number of lives saved, ensuring responsible and positive placements of animals.
- Assists the Executive Director and Development Director with fundraising, marketing, and strategic planning.
- Ensures all financial policies and procedures are followed by the operations staff.

Physical Demands:

- Frequently required to stand, walk, sit, and reach
- Must be able to lift 50 pounds
- Work performed requires lifting, bending, stooping, twisting, pushing, and other strenuous activities for extended periods of time
- Work is often done in a time sensitive and demanding environment
- Evening, weekend, and holiday work will be required

Minimum Qualifications:

- A bachelor's degree in a related field of study or a minimum of 3 years' experience in a management position from a field with transferable skills such as veterinary services, sheltering, training/boardings, or other related areas.
- Licenses and Certificates: must have Texas driver's license and satisfactory driving record.
- Compassion: must have affection for all animals, and concern for their welfare.
- The ideal candidate will have excellent management skills and the ability to develop and build a cohesive and positive team, which will be customer service, performance metric achieving, and animal oriented. He or she will be a self-starter who is well organized, innovative, and professionally motivated to develop and implement the goals, objectives, and policies for SAPA. He or she must be an effective communicator with the ability to speak to different audiences, must be firmly committed to No Kill, and able to quickly and effectively solve problems in the pursuit of continual improvement.

How To Apply:

Please submit resume and cover letter to:

Rebecca Mayberry, Executive Director
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