



Position Description January 2022

Job Title: Senior Director of Lifesaving Operations

Reports To: Executive Director

Location: Varies

Status: Exempt

Shift: Full Time

Posting Closes: When Filled

Seeking an individual with a strong commitment to saving the sheltered pets' lives that are most at-risk in the community, strong interpersonal skills and leadership, as well as a willingness to be part of a robust team of individuals making a difference for the animals for one of the largest rescues in the country.

Organizational Overview: San Antonio Pets Alive! (SAPA!) is a private nonprofit organization that saves the lives of homeless dogs and cats. Last year, SAPA! saved the lives of 60,000 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 Senior Director of Lifesaving Operations for San Antonio Pets Alive! (SAPA!) is responsible for assisting the Executive Director in overseeing the organization's consistent achievement of maintaining and increasing the city's save rate through the continual push for cutting edge programming as well as a firm commitment to community safety. 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 Senior Director of Lifesaving Operations will learn all major aspects of management of the various programs and could fill in for any program managers. This position reports directly to the Executive Director.

Primarily the Senior Director of Lifesaving Operations will oversee all animal programs and will be expected to:

- Perform duties in a manner which encourages attainment of goals, contributions, and good community relations with the shelter and its programs

- Work courteously and cooperatively, with a focus on civility, with staff, volunteers, fosters, adopters, rescue partners and donors to ensure that all established procedures and policies of SAPA! are followed and new ones implemented where there are gaps.
- Learn all major aspects of managing the operations well enough to fill in for any absence of lower level managers. Additionally, the Senior Director of Lifesaving Operations' job responsibilities will include, but are not limited to, the following:

Humane Care and Shelter for Animals in Need

- Ensure quality care and humane treatment for the animals owned by SAPA!
- Implement short and long-term strategies to fill but not overfill capacity, increase adoptions especially of target animals, improve animal care and enrichment, provide behavior and medical rehabilitation and management, and increase foster assistance for target animals.

Program Development and Administration

- Plan, organize, coordinate, review, evaluate, and direct the implementation of all programs providing animal care.
- Assist in the refinement of the organization's mission and vision to make San Antonio No Kill and effect the surrounding areas of Texas.
- Communicate with and work closely with SAPA! team leaders and managers regarding people service (including customers, volunteers, fosters, staff, donors, and the public), animal care, shelter management, fundraising, and improvements in a positive and effective way to be successful.
- Manage relationships with and provide assistance to partner shelters and the public.

Communications and Fundraising

- Assist with marketing and publicity for the organization's programs.
- Function as a spokesperson for the organization as needed.
- Recruit, manage, and direct program managers and assist them in recruiting, managing, and directing their employees and effectively using the volunteer workforce.
- Maintain a climate that attracts, retains, and motivates a diverse staff and volunteer corps of people who are eager to achieve the organization's goals and promote the mission.
- Participate in the organization's fundraising efforts

Finance

- Ensure all financial policies and procedures are followed by operations staff
 - Participate in budgeting process for all departments and adhere to board approved budget
- Conserve finances whenever possible Compliance with Laws, Regulations, Policies, and Guidelines
- Understand and implement operational compliance with current federal, state, county, and local laws, regulations, and guidelines that effect operations.
 - Ensure accurate record keeping practices for adoptions, HR, financial and other functions
- Maintain database and files

Training and Experience

SAPA! is looking for an innovative, quick thinking, dynamic individual who brings animal handling and people pleasing skills, enthusiasm for No Kill, and accountability to their

work. It is not essential that the candidate have senior management experience at an animal shelter or rescue. We are looking for someone who can work well with a team, troubleshoot effectively through roadblocks, and focus on the big picture at the same time as the individual animals in our care. 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, objective, 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. Candidates who do have animal shelter experience must be able to demonstrate a record of lifesaving success in their tenure.

Physical Demands:

- Frequently required to stand, walk, sit, and reach
- Must be able to lift 30 pounds
- Work performed requires lifting, bending, stooping, twisting, and pushing
- Work is often done in a time sensitive and demanding environment
- Evening, weekend, and holiday work may be required

Minimum Qualifications:

- Bachelor's degree
- 5+ years of nonprofit management experience.
- Licenses and Certificates: must have Texas driver's license and satisfactory driving record.
- A passion for San Antonio Pets Alive's mission.
- Proven ability to manage employee performance, including accountability measures, improvement plans, disciplinary and corrective actions.
- Conveys optimism and demonstrates resilience. Recovers quickly from setbacks and overcomes obstacles.
- Excellent relationship building skills.
- Strong written verbal communication skills; interpersonal skills required to maintain positive relations.
- Excellent skills with Microsoft Office required; familiarity with Word, Excel, PowerPoint; highly productive and accurate.

Our Core Values

- **Stewardship.** We are caretakers of the dogs and cats we save. Our stewardship also extends to the gifts we receive, our reputation and the goodwill of our community.
- **Integrity.** We believe integrity drives us to be honest and responsible in our actions and communications with our team and the general public.

- **Excellence.** We strive for excellence and efficiency in every program we implement, ensuring the best care for the dogs and cats we save and the families who love and adopt them.
- **Respect.** We treat all animals and people with dignity and kindness.
- **Lifesaving.** We believe that life is precious. We work tirelessly with compassion, care and love to save the lives of dogs and cats and to do what's best for the animals, adopters and fosters.

To Apply:

Please send cover letter and resume to:

Rebecca Mayberry, Executive Director

San Antonio Pets Alive!

Rebecca.mayberry@sanantoniopetsalive.org