



Idaho Humane Society Job Description  
**Chief Operating Officer**

The Idaho Humane Society is a community-supported open-door facility that provides shelter, medical care, adoption services, humane law enforcement services and much more to over 20,000 animals annually. Since its incorporation in 1945, the Idaho Humane Society has become one of the most recognized and beloved nonprofit organizations in the community.

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| Department:        | Administration  |
| Classification:    | Regular, full-time, exempt  |
| Job Relationships: | Supervised by CEO<br><br>Supervises: Operations Manager - Dorman St, Operations Manager – Bird St, Special Programs   |
| Salary:            | \$80,000 - \$85,000/annually  |
| Benefits:          | Paid time off accrual, eight paid holidays, retirement plan, health insurance, dental insurance and supplemental insurance. All employees receive discounts on veterinary care and retail store pet supplies, as well as veterinary care credit and adoption discounts. |

**Position Summary:**

Provides leadership and direction for the efficient and smooth operation of shelter operations. Directs the proper utilization of inventory and purchasing. Ensures quality animal care and shelter cleanliness, with a strong focus on excellent customer service. Ensures quality programming that is in accordance with organization’s mission, goals, management and resources. Responsible for managing budgets, supervising staff and writing policy and procedures.

**Duties and Responsibilities**

**Responsible for the management of shelter operations, project management, and promotion of cross functional teams**

- Works with Operations Managers to develop, implement and monitor programs to maintain and improve the standards of humane animal care and customer services to the animals and the community; Ensures quality of programs and services are in accordance to organization’s procedure and philosophy; Develops and implements program enhancements to ensure the continued growth and progress in relation to annual and future goals.

- Develops annual goals that include timetables, procedures and accountabilities, and periodic audits.
- Actively participates in other departmental programs and projects including marketing, fundraising, outreach, volunteer programs and organizational services as needed and appropriate. Provide programs, presentations, and training to staff and community as needed. Represent the organization at outreach events and on committees. Participate in programs and activities as an executive team member.
- Monitors the maintenance, cleanliness and sanitation of equipment, animal care and customer service areas.
- Monitors programs to ensure compliance with OSHA regulations. Monitors safety compliance of staff and takes immediate action to correct hazards.
- Creates policy and monitors all aspects of shelter care, including cleanliness, feeding, and housing traffic.
- Addresses any complaints made by the public regarding shelter intake, adoptions, and customer service. Recognize issues that have the potential to escalate, communicate with senior leadership and participate in proactive de-escalation and resolution of such issues.
- Develops and reviews budgets and financial reports. Participates in development of an annual budget for operational divisional activities and ensures that it is adhered to. Maintains department monthly and yearly statistics.

### **Community Outreach**

- Actively promotes the organization's mission, services, programs and events. Informs clients and constituents of donation opportunities as appropriate, cultivating relationships with current and potential donors. Actively solicits donations.
- Provides professional credibility to the organization's endeavor to help animals.
- Represents the organization in a professional and courteous manner at all times.
- Participates in local, regional and national organizations or committees relating to animal welfare, presenting at community meetings as appropriate.

### **Staff Supervision & Development**

- Hire, train, and evaluate direct reports. Supervises, motivates, empowers and conducts periodic reviews of support staff.
- Actively supports staff and volunteers and promotes the development of skills related to the advancement of the goals and mission of the IHS.
- Promotes communication and cooperation between organization's departments and integration and utilization of volunteers.
- Works with all staff on customer service training.
- Addresses employee problems and grievances, including performance related concerns.
- Conducts meetings with staff to review procedures, discuss workplace issues and share ideas to improve animal care, the customer service experience and the organization in general.
- Ensure that appropriate staff training opportunities are available including both in-house training and attendance at local and national workshops.

**Performs other duties as assigned, including but not limited to:**

- Promotes and follows safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance with OSHA safety rules that could put an employee, volunteer, client, animal and organization at risk.
- Develops and maintains the organization's emergency and disaster plans.
- Compiles reports, gathers and interprets data as requested.
- Works closely with senior leadership to create a work environment that is positive, solution oriented, and open to change.
- May serve in place of the CEO when required and undertakes all his/her duties when he/she is absent.

**Qualifications**

- Required:
  - Minimum of 10 years leadership experience, including at least five years with a non-profit animal welfare organization.
  - Experience in animal behavior, health, handling, & care in a shelter environment.
  - Excellent verbal and written skills as well as organizational skills, attention to detail, and ability to be self-motivated and disciplined.
  - Experience with developing and maintaining productive working relationships with board members, donors, directors and staff.
  - Proven success with strategic planning, process re-engineering and project management.
  - Able to lead and motivate groups and individuals. Able to think creatively and strategically to successfully mediate and negotiate with individuals and groups internally and externally. Able to effectively manage a large staff, multiple deadlines and tight time constraints.
  - Flexible with scheduling and is available when away from the facility as needed to meet the needs of the organization.
  - Efficient Microsoft Office user able to maintain and use a variety of records to prepare statistical and other reports.
  - Sincere interest in IHS mission and vision.
- Education/Training
  - College degree, preferably in related field such as nonprofit management, communications, or business

**Working Conditions**

- Indoors in air-conditioned/heated office, outdoors at shelter or on-location for various activities.
- Regular hours are Monday to Friday a minimum of 40 hours per week; some evening and weekend hours may be required. May be required to maintain availability when away from the shelter as directed by the CEO/CFO.
- Regularly operates a computer and other office equipment.
- Occasional handling of animals.

## **Mental, Physical and Communications Demands**

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.

- Requires ability to work in a fast paced environment with minimal supervision.
- Requires patience and tact when working with difficult, emotional or angry people.
- Requires speaking and writing effectively and clearly in a professional manner.
- Requires ability to identify and understand problems and determine appropriate measures to solve them.
- Requires ability to work in a team environment and to provide team leadership.
- Ability to lift up to 50 pounds.

**This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.**

*Idaho Humane Society is an Equal Opportunity Employer*