



Title: Director of Operations

Reports to: Executive Director

Status: Full-Time, Exempt

SUMMARY

The Director of Operations (DOO) provides leadership and oversight of the shelter's day-to-day operations, ensuring exceptional animal care, efficient operations, outstanding customer service, and a positive, collaborative workplace culture. Working closely with the Executive Director, the DOO helps turn the organization's mission and priorities into the shelter's daily work by leading staff, supporting program coordinators, coordinating with the veterinarian, and fostering collaboration across departments.

The Director of Operations leads by example and helps build a culture of teamwork, accountability, and adaptability as animal welfare, shelter medicine, and community needs continue to evolve.

DUTIES & RESPONSIBILITIES

Leadership & Staff Development

- Provide leadership, supervision, coaching, and performance management for the Assistant Manager, Foster Coordinator, Volunteer Coordinator, and other assigned staff.
- Foster a positive, collaborative, and accountable workplace culture built on communication, teamwork, respect, and continuous learning.
- Support recruitment, hiring, onboarding, staff development, scheduling, and succession planning while partnering with the Executive Director on employee relations, compensation recommendations, and disciplinary matters.

Shelter Operations & Animal Care

- Oversee daily shelter operations to ensure high standards of animal care, including housing, sanitation, enrichment, nutrition, behavioral support, disease prevention, and timely medical attention.
- Monitor shelter capacity, animal flow, facility operations, and overall shelter conditions to promote animal welfare, operational efficiency, and a safe environment for animals, staff, volunteers, and visitors.
- Ensure staff consistently follow established policies, procedures, and animal welfare standards.



Veterinary Coordination

- Serve as the primary operational point of coordination between the Executive Director, shelter staff, and the veterinarian.
- Partner with the veterinarian and Executive Director to develop practical medical protocols that reflect accepted shelter medicine practices while balancing available resources and operational needs.
- Ensure medical recommendations, treatment plans, and shelter protocols are clearly communicated and consistently implemented throughout shelter operations.
- Collaborate on complex medical, welfare, and euthanasia decisions.

Programs & Community Service

- Provide operational oversight of the shelter's adoption, foster, and volunteer programs through direct supervision of program coordinators.
- Promote collaboration across departments to support positive outcomes for animals and exceptional service to adopters, volunteers, fosters, and the public.
- Resolve escalated customer concerns and complex animal placement issues.

Administration, Compliance & Planning

- Maintain accurate operational records and ensure effective use of shelter management software.
- Monitor operational metrics and recommend improvements that support animal welfare, efficiency, and organizational effectiveness.
- Assist with operational budgeting, purchasing, inventory management, reporting, and emergency preparedness.
- Ensure compliance with organizational policies and all applicable local, state, and federal regulations.

QUALIFICATIONS

- Bachelor's degree in Animal Science, Business Administration, Nonprofit Management, or a related field preferred; equivalent education and experience will be considered.
- Minimum three years of progressively responsible leadership experience in animal shelter operations or a related animal welfare organization.
- Minimum two years of supervisory experience.
- Demonstrated understanding of shelter medicine principles and the ability to collaborate effectively with veterinary professionals while balancing animal welfare, operational priorities, staffing capacity, and organizational resources.



POPE MEMORIAL
HUMANE SOCIETY

- Strong leadership, communication, organizational, problem-solving, and conflict resolution skills.
- Experience supervising, coaching, and developing employees.
- Proficiency with Microsoft Office and shelter management software.
- Passion for animal welfare and a commitment to collaborative, mission-driven leadership.

WORKING CONDITIONS / PHYSICAL DEMANDS

- Work is performed in an active animal shelter environment with potential exposure to zoonotic diseases, cleaning chemicals, high noise levels, and occasionally dangerous or fractious animals.
- Regular standing, walking, bending, lifting, and handling of animals and supplies weighing up to 50 pounds with reasonable accommodation.
- The work schedule is typically four weekdays and one weekend day per week.
- Must possess and maintain a valid Maine Class C driver's license with a satisfactory driving record.

This job description is intended to describe the general nature and level of work performed. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Duties and responsibilities may change to meet the evolving needs of the organization.