POSITION SUMMARY

Title: Vice President - Operations

Reports To: President

Updated on: May 2017

Status: Exempt

Approved By: Geoff Hall

The Mission of Wayside Waifs
Wayside Waifs is a charitable animal shelter whose purpose is to improve the quality of animal welfare in our community by providing humane treatment and advocating for companion animals.

POSITION SUMMARY

Provide oversight, leadership and supervision to enhance the overall customer experience for visitors, adopters, and clients of Wayside Waifs. Set operational goals, monitor work and evaluate results to ensure the organizational objectives and operating requirements are met and in line with the needs and mission of the organization.

PRIMARY ACCOUNTABILITIES

Achieve Organizational Results

1. Provide leadership direction and supervision for the following direct reports: Customer Experience Manager (Pet Adoptions), Facilities Manager, Pet Memorial Services Manager, and Retail Coordinator with respect to expectations, performance management and professional development.
   a. Develop and implement program goals, objectives and outcome measurements that are consistent with the long-term strategic plan of the shelter.
   b. Coach and mentor staff on the day-to-day job requirements/expectations.
   c. Engage in a high level of communication with Managers and other Team members.

2. Monitor departmental staff's productivity and quality of work to ensure:
   a. Daily responsibilities and delegations are communicated to appropriate staff.
   b. Staff demonstrates appropriate and skilled customer care techniques.
   c. Orderly and organized conditions are maintained.

Staff Leadership and Direction

1. Foster a workplace that results in the development of a high performing team of professionals and staff. Recruit, develop and inspire a highly effective team. Insure that all staff are properly coached and directed, and that clearly defined measurements of performance and rewards are utilized to enhance individual and organizational effectiveness.

2. Resolve conflicts, and ensure that all staff perform their functions in a manner consistent with organizational policies, procedures, and best practices associated with their respective disciplines.

Relationships – Internally

3. Promote positive, collaborative relationships between Wayside Waifs departments and functions.

4. Contribute to the success of Wayside Waifs as a whole. Identify, develop and pursue business opportunities that support and/or improve outcomes for other Wayside Waifs departments and services.
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Wayside Waifs Inc.

5. Collaborate with other departments to provide training experience for new hires and volunteers.

Compliance and Accreditation
6. Ensure compliance with all regulatory, safety, security and operational standards related to all operational responsibilities assigned.
7. Ensure all services sold and performed through Wayside Waifs meet or exceed all regulatory and/or professional standards, as well as perform consistent with client expectations.

Stewardship
8. Act as a principal steward of the organization’s resources and brand. Ensure all of Wayside Waifs’ resources are utilized properly, legally & ethically, and that all those entrusted to manage or represent the affairs of the organization are properly directed and highly effective.
9. Uphold the mission, values, and principles of the organization at all times. Ensure all business endeavors and relationships, as well as the individual performance of each Wayside Waifs associate, are consistent with the organization’s mission, values, policies and goals.

PRIMARY TASKS & DUTIES

- Develop, implement and monitor programs to maintain and improve the standards of customer service to the community.
- Develop and implement program enhancements to ensure the continued growth and progress in relations to annual and future goals. Develop timetables and measurements for goals.
- Develop and maintain an operational budget and a capital budget with Customer Experience Manager, Pet Memorial Services Manager, Facilities Manager and Retail Store Coordinator.
- Act as liaison for key vendors such as Information and Technology and communications provider.
- Stay abreast of new trends and evolving best practices in animal sheltering, animal welfare and the needs of the community.
- Ensure staff and volunteers are provided with appropriate training, tools and support.
- Monitor monthly survey results and respond as needed to ensure excellent customer service.
- Create a positive work environment for staff and volunteers
- Meet with other management on a regular basis to review procedures, reports, problems and discuss new strategies.
- Assist with any public relations and community/education outreach.
- Serve on Executive Leadership team
- Attend Board and Committee Meetings as requested.

ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

- Ability to provide leadership in the establishment and implementation of business plans, operational tactics, budgets and goals.
- Demonstrate a high level of skill regarding customer services expertise and problem solving.
- Provide personal direction, leadership and coaching to the staff. Effectively manage conflict, promote change and growth, and inspire the development of a highly effective team of professionals.
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- Ability to build consensus and focus within the Wayside Waifs organization, as well as among strategic partners and the public.
- Demonstrate the ability to make critical decisions supported by analysis and critical data-based decision making.
- Demonstrate interpersonal savvy and influence skills in all dealings with vendors, suppliers and contractors.
- Ability to recruit, develop and direct a high performing team.

POSITION REQUIREMENTS

Professional
- Demonstrated success as a leader and manager with effective business acumen skills.
- Excellent written and verbal communication skills, good problem solving skills.
- Ability to work with people in a variety of high-stress, and emotional situations; demonstrating outstanding customer service skills.
- A passion for the Mission of Wayside Waifs.
- Strong computer skills.
- Fulfill other duties as assigned by Wayside Waifs management.

Education
- College degree required.

Physical/Environmental
- Must be able to lift 50lbs to waist-height.
- Repetitive bending, kneeling, stooping and similar movements are also required.
- Must be able to physically restrain dogs weighing up to and including 100lbs.
- Employee is exposed to wet and/or humid conditions and outside weather conditions.
- Significant amount of standing during a typical day, exposure to fumes, animal smells or airborne particles.
- The noise level is moderate to high.
- Will be working with and exposed to a variety of animals and animal waste.
- Drivers license required

Please supply references at the time of your application submission.