



Interested in joining a dynamic team working to help people and pets in our community? Join the HOV team!

Job Title: Operations Manager	Department: Operations
Status: Full-Time / Salary / Exempt	Annual Salary: \$50,000 - \$56,000 DOE
Benefits Eligible: Yes	Posting Date: June 25, 2026
Hours: 40 Hours / 5 Days per week - Holidays and one weekend day per week required. (Must be available from 8AM until 6PM, including holidays and weekends)	

Position Summary: Manages and oversees daily operations of animal care and front desk staff. Ensures animal care, customer relations, sanitation, animal intakes and outcomes are performed to established standards.

The Operations Manager works closely with the Operations Director, behavior staff, and vet clinic staff, and must act as part of a harmonious team. Additional duties will be assigned as needed to meet the needs of HOV at the discretion of the Operations Director.

This position reports to the Operations Director (OD).

Essential Duties & Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential duties.

Shelter Operations:

- Provides oversight for the care and humane treatment of animals and ensures proper daily operations of the shelter.
- Ensures the completion of all intake and outcome information, all established intake medical procedures, and any medical treatments prescribed by veterinarians.
- Participates in daily rounds to ensure animals are moving through the shelter as expeditiously as possible.
- Participates in weekly pathway planning meetings and is responsible for adhering to HOV's policies and procedures regarding the determination of adoptability of animals.
- Assists with quality-of-life evaluations as appropriate.
- Addresses medical concerns, as needed, in the absence of the vet clinic.

- Performs humane euthanasia in conformance with HOV's policies, as well as state and federal laws.
- Assists the OD in developing and updating operational procedures.
- Responsible for maintaining a safe work environment. Ensuring a high level of upkeep and sanitation in all areas of the shelter.
- Performs daily care and front desk coverage as needed.
- Oversees shelter supply inventory and purchasing.
- Responsible for opening and closing procedures, as needed.
- On call for after-hours alarm and/or emergency animal situations, including foster phone coverage as scheduled.
- Oversees HOV's transport program and works with transport partners to ensure transport best practices are followed.
- Other duties as assigned.

Staff Supervision:

- Supervises animal care and front desk staff including hiring, training, scheduling, and performance management.
- Provides supervision and direction to staff using "management by walking around." Through ongoing observation assures daily operations are conducted in an efficient manner that is consistent with policy.
- Notifies the OD of any staff performance concerns or policy violations in a timely manner.
- Provides disciplinary action, in conjunction with OD & ED, to address any performance or workplace culture concerns.
- Conducts monthly "stand-up meetings" to ensure all staff all staff are receiving new information, or reminders, in a timely manner.

Customer Service:

- Maintains positive customer relations and public visibility, and acts as an ambassador for all public interfaces in a manner upholding the mission and vision of HOV.
- Acts as a customer service representative to resolve difficult situations or address complaints about staff or HOV policies. Notifies the OD & ED of these situations as appropriate.
- Acts as a contact between community partners such as animal control, HRDC, Haven, hospitals, and the detention center when discussing special boarding or Section II holds.

Qualifications & Requirements: The requirements listed below are representative of the knowledge, skills, and ability required.

- High School Diploma or GED
- Experience in personnel management required
- Experience in animal welfare preferred
- Ability to obtain Certified Euthanasia Technician license at first available training

- Demonstrated competence in managing programs within budget constraints
- Professional written and verbal communication skills
- Highly organized and detail oriented
- Must be willing to be on call after-hours
- Must be willing to work holidays and weekends
- Must maintain an ongoing commitment to the mission, vision, policies and goals of HOV.
- Must be able to work comfortably with dogs and cats of all breeds, ages and temperaments

Special Machines, Tools and Equipment Used: Industrial size washer and dryer, computers, standard office equipment, shelter vehicle, hose-end foamers, general cleaning equipment

To Apply: Visit our website at <https://www.heartofthevalleyshelter.org/about-us/#Employment> to complete our online application. To be considered as a candidate for this position, an online application must be submitted.

I understand this job description is intended to only provide an overview of the job responsibilities and requirements. It is not intended to be construed as an all-inclusive list of duties, skills, and abilities. Additional job duties and requirements may be assigned by supervisors as necessary. This job description does not represent an expressed or implied contract of employment, and Heart of the Valley reserves the right to change this job description and/or assign tasks as the needs of the organization dictate.

Printed Name: _____

Signature: _____

Date: _____