



## Ottawa Humane Society Job Description

<b>Job Title:</b>	Senior Manager: Operations
<b>Reports to:</b>	Director: Operations

### JOB PURPOSE

The Senior Manager: Operations is responsible for the effective and efficient performance of OHS functional areas including animal care and clinic, admissions and rehoming, foster and MSNS operations.

### DUTIES AND RESPONSIBILITIES

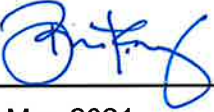
- Guide and support manager and supervisor leads in functional areas of responsibility, to ensure consistent achievement of organizational objectives, operational excellence and continuous service improvement
- Work across functions with peers in other groups to ensure collaboration for shared goals
- Gather and analyze statistical data to determine trends and projections
- With Director: Operations, determine strategies and tactics to further operational goals
- Develop, conduct and evaluate research projects to support goals in functional areas of responsibility
- Onboard and coach direct reports and regularly review, evaluate and address job performance
- Oversee development and implementation of, adherence to and ongoing evaluation of standard operating procedure within assigned functional areas
- Develop and manage foster budget; oversee the development and management of animal care, clinic, and admissions and rehoming budgets; develop and monitor operational components of community program budgets
- Be aware and make use of community resources
- Maintain excellent relationships with OHS partners
- Provide advice and assistance to other managers, Director: Operations, CEO, OHS Board and committees as required
- Represent the OHS in a professional manner
- Be thoroughly familiar with and ensure adherence to pertinent legislation, regulations, contracts, guidelines, OHS mission, policies, procedures and plans
- Participate in supervision, evaluation and training sessions
- Produce written reports and records
- Network with other service providers and professionals
- Lead or attend staff and other meetings as required
- Hire, fire and discipline staff in consultation with the Director: Operations and Director: Central Services
- Be familiar and ensure compliance with all health and safety policies and procedures
- Assume the responsibilities of the Director: Operations in their absence

## QUALIFICATIONS

- A post-secondary diploma or degree, preferably in a related field
- A minimum of 6 years' management experience
- Knowledge of and experience with animal health and welfare
- Knowledge of and experience with project management
- Advanced verbal and written skills in English are required
- Bilingualism (English/French) is preferred

## WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee may be required to work evening, holiday and weekend shifts
- Employment is conditional upon maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

<b>Approved by:</b>	
<b>Date approved:</b>	May 2021
<b>Last reviewed:</b>	