



Operations Manager

About Fearless Kitty Rescue:

Fearless Kitty Rescue is a smaller, 501(c)3 nonprofit, no-kill cat rescue housed in Fountain Hills, Arizona. Since its inception in 2012, Fearless Kitty has rescued over 3,300 cats from across the valley, nearby counties, and even from other states and disaster areas (such as Hurricane Harvey and the L.A. fires). Through the hard work of a few staff and a lot of volunteers (over 100!), 375+ cats are saved each year and given a safe, loving place to live while they wait for their new families. Fearless Kitty is a professional, rewarding, and friendly place to work.

Position:

The Operations Manager will be responsible for overseeing the rescue's day-to-day operation and ensuring communication flows smoothly between staff, volunteers, and veterinary practices. The Operations Manager is responsible for ensuring that all team members provide a professional service and meet or exceed established standards and protocols. This position will drive continuous improvements, with a strong focus on excellent customer service and best practices in animal welfare and care. This individual will report to the Executive Director.

Operational Leadership:

- Pursue and maintain positive relationships working collaboratively with staff members, volunteers, the Executive Director, partner organizations, and the general public to promote the success and well-being of the rescue.
- Work closely with the Executive Director to identify priorities, establish organizational goals, create policies and procedures, and implement programs to achieve the mission of Fearless Kitty Rescue.

Day-to-day Management of Rescue Operations:

- Oversee day-to-day operations of Fearless Kitty Rescue including facilities, staff and volunteers.
- Proactively troubleshoot and remediate issues of process, policy, procedure, safety, and protocol.
- Develop and ensure adherence to operational procedures for all rescue operations.
- Work with the Animal Care Specialist and Facilities Coordinator to develop and maintain proper facilities management protocols, including cleaning protocols, intake, care, adoption, and foster placement.
- Fill-in when needed to cover staff and/or volunteer absences. Examples of tasks include cleaning cat rooms, feeding the animals, doing adoptions, helping with events, and facilities maintenance.
- Perform other duties as assigned by the Executive Director.

Animal care:

- Work with the Animal Care Specialist to ensure ample supplies for feeding and care of animals.
- Oversee/supervise Animal Care Specialist to ensure they operate within established protocols.
- Work with the Animal Care Specialist to ensure adequate medical supplies and equipment are available.
- Work with the Animal Care Specialist to develop, maintain, and oversee procedures for working with veterinarians and scheduling animal care/treatment visits.

Staff Management:

- Develop and maintain accurate job descriptions for each staff member.
- Establish semi-annual goals and objectives for each staff member.
- Evaluate and document staff member performance on a semi-annual basis, or more often if needed to encourage employee success.
- Regularly inspect the work performance of each staff member and provide adequate training/performance coaching for each staff member as needed.

Operations Manager Requirements:

- Experience in animal rescue
- Experience supervising staff and/or volunteers
- Excellent communication and interpersonal skills
- Excellent organizational and team-building skills
- Experience with and excellence in customer service and the ability to set an example for the staff on polished, positive public interactions.
- Working knowledge of databases. Volgistics and PetPoint knowledge is highly desirable.
- Familiarity with Word and Excel or similar programs.

Additional Requirements:

- Must have a valid Arizona driver's license.
- Must be able to lift and move 35 pounds.
- Must be able to work a flexible schedule.

Work Schedule:

- Full time (40 hours per week)
- Flexible days/times, including some weekends

Wage/Benefits/Perks:

- Wage: \$19.00 per hour
- 40 hours PTO plus 3 Paid Holidays
- 403(b) with employer contribution after 1 year of employment
- HRA (Health Reimbursement Arrangement)
- Up to 5 hours per quarter for professional development
- Unpaid time-off options (up to 10 days with approval from Executive Director)
- Monthly staff lunches
- Waived adoption fees

To Apply: Please send resume to: director@fearlesskittyrescue.org