



**New Mexico Pets Alive – Open Staff Position Seeking Resumes/Cover Letters:
Canine Café ABQ: Operations Manager**

New Mexico Pets Alive is seeking an individual with a strong commitment to preventing pets from becoming homeless to begin with while saving the lives of impounded puppies and dogs most at risk in New Mexico. Must have strong interpersonal and writing skills along with proven leadership skills, as well as a willingness to be part of a growing committed team of change makers in New Mexico.

Position Summary

The Canine Café ABQ: Operations Manager of New Mexico Pets Alive (NMPA) is responsible for overseeing the organization's effort to establish the next generation of small scale facility dog sheltering/adoption operations for Level 1 puppies and dogs alongside one or more components of the NMPA job & entrepreneurship training efforts (JET). Canine Café efforts coincide with the organization's continuance of proven programming and pursuit of innovation while maintaining our firm commitment to community safety. This position requires taking responsibility for Canine Café program implementation, planning, accounting and supervision in addition to ensuring that the program achieves fundraising and lifesaving goals. The expectation is that the Canine Café ABQ: Operations Manager will be able to learn and successfully execute all major aspects of fundraising for and management of the Canine Café program. This position is expected to start on August 1, 2018 and initially reports directly to the Executive Director and eventually to the Director of Lifesaving Operations.

Background

New Mexico Pets Alive (NMPA) is celebrating its 7th year of no kill programming but has only scratched the surface of what's possible in terms of saving pets and changing lives in New Mexico. On average, the lower 50% of impounded dogs and cats in NM are not making it out alive and to a loving forever home. This equates to at least approximately 80,000 dogs and cats each year currently with no lifesaving options. Unlike many other states, the state of NM does not oversee animal shelter operations under a specific state dept (such as the Dept of Agriculture) so lifesaving statistics are not maintained by the state. This is compounded by not yet having accurate statistics from tribal councils which manage approximately 1/5 of the geographic area of NM. With the state of homeless dog populations on and nearby NM reservations, some estimate the number of homeless dogs needing assistance is closer to 350,000. NMPA is delivering proven lifesaving programs while working to innovate new progressive whole animal care solutions for homeless pet challenges, with an aim to help both people and pets. The

Canine Café ABQ: Operations Manager will work to build capacity to increase specific dog shelter/adoption programming including efforts to build a larger scale dog foster and volunteer program for Level 1 puppies and dogs.

Responsibilities

The Canine Café ABQ: Operations Manager will oversee all capacity building and whole dog care programs at the Canine Café ABQ and will be expected to:

- Perform duties in a manner which encourages attainment of Canine Café program goals
- Work courteously and cooperatively with the staff, volunteers, fosters, adopters and donors to ensure that all established procedures and policies are followed and new ones implemented successfully.
- Possess or learn all major aspects of building capacity (financial, tangible and human resources) for the Canine Cafe program.
- Learn all Canine Café programming and be able to manage its operations successfully.

Additionally, the Canine Café ABQ: Operations Manager job responsibilities will include, but are not limited to, the following:

Humane Care and Shelter for Animals in Need

- Ensure quality care and humane treatment for all puppies and dogs on-site at the Canine Cafe
- Implement short and long term strategies to fill but not overfill capacity, increase adoptions especially of target animals, improve animal care and enrichment, provide behavior and medical rehabilitation and management, and increase foster assistance for animals.

Program Development and Administration

- Plan, build capacity for (human, financial and tangible resources), organize, coordinate, review, evaluate and direct the implementation of all aspects of the Canine Café program.

Communications

- Communicate with and work closely with NMPA team leads and managers regarding people service (including customers, volunteers, fosters, staff, donors, partners and the general public), animal care, management of the Canine Café physical location, fundraising, improvements and growth in a way to be successful.
- Manage relationships with partners.
- Assist with publicity for the Canine Café program.
- Function as a spokesperson for the Canine Café program.

Staff Management and Development

- Recruit and maintain team members who are eager to achieve Canine Café goals and promote the program. Manage and direct all Canine Café staff and volunteers and assist them in developing their teams.

Budget and Finance

- Lead capacity building efforts to increase human, financial and tangible resources for the Canine Café program
- Ensure policies and procedures are followed by team members
- Participate in the budgeting process for all programs and adhere to approved budgets

- Conserve finances whenever possible

Compliance with Laws, Regulations, Policies and Guidelines

- Assist implementing operational compliance with current federal, state, county and local laws, regulations and guidelines that effect operations.
- Ensure accurate record keeping practices for adoptions, HR, financial and others as necessary
- Maintain related database and files.

Flexibility in scheduling is a must. You may be working any hour of any day of the week. Perform related work as required. This is an initial staff development effort. Job responsibilities and opportunities may change as programming and partnerships change and grow.

Training and Experience

NMPA is seeking a progressive, quick thinking, dynamic individual who brings an openness and desire to learn NMPA dog handling and related programming. They will also bring excellent people skills along with passion, commitment and enthusiasm for progressive companion animal welfare changes in New Mexico and No Kill in general and accountability to their work. It is not essential that the candidate have senior management experience at an animal shelter. We are looking for someone who can lead and work well with a team, troubleshoot effectively through roadblocks. They should also be able to focus on the big picture at the same time as the individual animals in our care and those animals waiting for our help.

The ideal candidate will have 1 or more years of dog playgroup experience, excellent management and oral and written communication skills and the ability to develop and build a dedicated team that will be great ambassadors for the Canine Café program on and off site while they also provide excellent customer service, performance metric achievements and excellent animal care. He or she will be a self-starter who is well organized, resourceful and professionally motivated to develop and implement the goals, objectives and policies of the Canine Café. He or she must be able to quickly and effectively solve problems in the pursuit of continual improvements. Candidates who do have animal shelter experience must be able to demonstrate a record of lifesaving success in their tenure.

Education/Experience (preferred):

Bachelor's degree in the field of business or related study or a minimum of 3 years of experience in a management position. Must have compassion and affection for all animals, concern for their welfare and have a willingness to accommodate NMPA animals in the workplace.

Physical Requirements:

Ability to lift 35 lbs, stand for long time periods, move quickly/run, work with and around animals (including diseased, injured and/or potentially aggressive animals), loud noises, chlorine or other chemicals, inclement weather along with evening, weekend and holiday work times. Allergic conditions which may be aggravated when handling animals or in the course of the operations of NMPA programs may be a disqualification.

Licenses, Criminal Background and Certificates:

Must have or be able to immediately acquire a valid New Mexico driver's license. Must also have a satisfactory driving record and have no criminal history or judgements, being able to pass a criminal background check successfully.

Compensation

The salary range is dependent on experience. After a period of employment, this position is eligible for medical insurance and PTO.

Nature of Employment

The Canine Café ABQ: Operations Manager is an exempt position, which generally requires a minimum of 40 hours per week and may include weekend, evening and holiday work. The Canine Café ABQ: Operations Manager will also be on call 3 – 4 days a week for 24hour foster/adopter/shelter related emergencies.

There is no minimum period of employment guaranteed or implied by acceptance of an offer of employment. It is the policy of NMPA that employment for this position is at will, which means that employment is for no specified term and the employee or the agency may terminate that employment at any time without cause.

No job description can cover all the facets of evolving operations or the demands of the position. This job description serves as a guide. If you have any questions or concerns, please bring them to our attention by sending an email to mail@newmexicopetsalive.org.

Send only a *single page resume and a single page cover letter* to: Melissa Roberts at mail@newmexicopetsalive.org with the subject line 'CCABQOM Resume and Cover Letter'. There are no exceptions to the one page limits or to the pathway via email. Submissions that do not follow these guidelines or meet the minimum requirements will not be considered. If your email has not bounced back, please be assured we have received your resume. We can only respond to those we feel may be the best fit among the candidates. Initial responses will be sent via email. Please check your inbox and spam filters as personal email settings can vary. Position is expected to begin on August 1, 2018 and resumes will be accepted as long as position is posted on our website <http://www.newmexicopetsalive.org>.

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