

**DOGS FOR BETTER LIVES  
JOB DESCRIPTION**



**Job Title:** Operations Director

**Job Status:** Full-Time, Exempt

**Reports to:** President/CEO

**Location:** Central Point, Oregon

**Company Overview:**

Recognized nationally as a premier nonprofit organization, Dogs for Better Lives' mission is to professionally train dogs to help people and enhance lives while maintaining a lifelong commitment to all dogs rescued or bred and all people served. Dogs for Better Lives trains and places Assistance Dogs with clients throughout the United States and is supported by a nationwide donor base.

With more than 30 employees on one site in Southern Oregon, Dogs for Better Lives and its staff enjoy nearly 200 days of sunshine annually in Central Point, making it a destination for outdoor enthusiasts of all kinds. Located in the Rogue Valley, employees enjoy close proximity to Medford International Airport, accessibility to major hospitals, hiking trails, golf courses, and ski areas with full availability of all amenities of a big city without the congestion.

**Job Summary:**

The Operations Department is a service-based arm of Dogs for Better Lives whose purpose is to provide the support, guidance, tools, and training to other departments to ensure that staff and leadership can focus on their respective areas of expertise. Overseeing this department, the Operations Director strategically and proactively looks for ways to simplify, expedite, and create efficiencies for other departments while creating written policies and procedures that clearly communicate how the organization operates. Along with that directive, the Operations Director leads and manages the department including staffing and training operations employees.

**Essential Duties and Responsibilities:**

**Operations Management**

- Ensure the Operations Department is run as efficiently and effectively as possible.
- Improve the operational systems, processes and policies in support of the organization's mission specifically, support enhanced management reporting, information flow, business processes and organizational planning.
- Ensure that all business machines are maintained in good working order and sufficient supplies are at hand to ensure smooth operations.
- Oversee vendor selection and relationships; negotiate and manage vendor contracts.
- Liaison with vendors for work on DBL property; ensure updated insurance certification, worker's comp, and W-9's are maintained on all on-site vendors.
- Supervise and manage operations support staff.
- Assist the CEO in the preparation of a proposed Operations budget each fiscal year.
- Monitor and ensure operational expenditures are within approved budget limits.
- Assist to ensure ADI Accreditation Manual is continually updated with new policies.
- Review and approve expense receipts related to Operations according to policies of DBL.

**Leadership and Management**

- As a Director, set an example for staff in regards to proper workplace conduct including maintaining a positive and professional image.
- Adhere to the values established by the organization.
- Hire, motivate, guide and evaluate the Operations department and ensure respective job duties are properly performed.
- Promote DBL positively in the community.

- Contribute to short and long terms organizational planning and strategy.

#### **Technology and information Services**

- Oversee technology assets.
- Continually review processes, technology tools selected to assist in those processes, training to ensure efficient use of tools, and monitoring to determine course correction when needed.
- Work with Training and Development Departments to ensure that appropriate data repositories are in place.
- Integrate data systems when possible and ensure efficiency of integration procedures.
- Train, lead, and ensure data accuracy in database systems.
- Assist in the selection of dashboard tools that provide a snapshot of organizational performance.
- Push reports to various departments to create a more data based decision making environment.
- Assist in the creation of reports for Board Meetings.

#### **Essential Qualifications:**

- Bachelor's degree in Business, administration, or related field required.
- A minimum of three (3) years' management experience. Project and/or facilities management experience is preferred.
- Cross-functional business experience including (but not limited to) skills such as budget projection and financial management, customer service, project management is desired.
- Proficient in Microsoft Office Suite, HRIS software, and other applicable software applications.
- Pass criminal background, credit, and DMV checks.
- Valid Driver's License.
- Must be able to lift up to 25 pounds, sit for extended periods of time, climb stairs, and operate office equipment and computers with ease.

#### **Essential Requirements:**

- Enjoys building and maintaining relationships with staff.
- Successfully able to lead self and others through a process and adhere to timelines.
- Shares in the passion of Dogs for Better Lives' mission.
- Self-starter and independent but works collaboratively.
- Highly skilled in interpersonal and written communication.
- Respects and maintains privileged confidential information.
- Values continuous learning and seeks ongoing training and development.

***Note: This is a job description, not an employment contract. This job description does not state or imply these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by management.***

*Dogs for Better Lives is an Equal Opportunity Employer.*