

Friendship Animal Protective League

3.13.1 out of 5 stars

Elyria, OH 44035

\$56,000 - \$62,000 a year - Full-time

Profile insights

Find out how your skills align with the job description

Skills

Do you have experience in **Team supervision**?

Education

Do you have a **Bachelor's degree**?

Job details

Pay

- \$56,000 - \$62,000 a year

Job type

- Full-time

Shift and schedule

- Weekends as needed
- Evenings as needed
- Holidays

Benefits

Pulled from the full job description

- Health insurance
- Paid time off

Full job description

Job Title: Operations Manager

Department: Shelter Operations

Reports To: Executive Director

Status: Full-Time, Exempt

Organization: Friendship Animal Protective League (FAPL)

Position Summary

The Operations Manager at Friendship Animal Protective League (FAPL) is a key leadership position responsible for overseeing the day-to-day operations of the shelter to ensure the highest standards of animal care, staff support, and operational efficiency. This role works closely with the Executive Director and leadership team to advance FAPL's mission of rescuing, protecting, and rehoming animals while serving the community with compassion, professionalism, and accountability.

The Operations Manager provides hands-on leadership in a fast-paced, mission-driven environment and serves as a steady, supportive presence for staff, volunteers, and the animals in our care.

Essential Duties & Responsibilities

Shelter Operations & Animal Care

- Oversee daily shelter operations, including intake, housing, enrichment, adoption readiness, population management, and coordination with humane officers

- Ensure humane care and handling standards are consistently met for all animals
- Collaborate with the Shelter Veterinarian and medical staff to support medical care, treatment plans, and recovery
- Supervise Adoption Supervisor and Intake Coordinator to monitor animal flow and capacity to reduce length of stay and improve live outcomes
- Supervise and support Foster Coordinator ensuring smooth transitions between shelter and foster homes
- Supervise and support Volunteer Coordinator and evaluate volunteer programs

Staff Leadership & Team Development

- Supervise, train, schedule, and evaluate Animal Care Technicians, Adoption Supervisor, Intake Coordinator, Volunteer Coordinator and Foster Coordinator
- Foster a positive, respectful, and mission-driven workplace culture
- Assist with onboarding, training, and professional development of staff related to animal care
- Address performance concerns promptly, fairly, and professionally
- Serve as a coach and problem-solver for frontline staff

Facilities, Safety & Biosecurity

- Oversee shelter cleanliness, sanitation, and disease prevention protocols
- Coordinate facility maintenance, repairs, and vendor relationships
- Ensure staff, volunteer, and public safety standards are followed
- Respond to emergencies including animal welfare cases, facility issues, and critical incidents

Compliance, Policies, & Data Management

- Ensure compliance with state and local animal welfare laws, humane standards, and organizational policies

- Assist in developing, updating, and enforcing standard operating procedures
- Maintain accurate records and reports related to shelter operations
- Use shelter management software and operational data to identify trends and improve outcomes

Collaboration & Community Engagement

- Work closely with the Executive Director, Chief Humane Officer, medical team, and program staff
- Work with development team to promote community programs such as adoptions, low-cost services, food pantry, and special events
- Serve as a professional representative of FAPL to adopters, fosters, volunteers, partners, and the public
- Assist with emergency response and disaster preparedness efforts as needed

Required Qualifications

- Minimum of **3–5 years of experience** in animal sheltering, animal welfare, or a related field
- At least **2 years of supervisory or management experience**
- Strong knowledge of shelter operations, animal care standards, and humane handling
- Demonstrated leadership, organizational, and communication skills
- Ability to work evenings, weekends, and holidays as required
- Ability to lift up to 50 pounds and safely handle animals of various sizes and temperaments

Preferred Qualifications

- Bachelor's degree in animal science, business management, or a related field
- Experience working in an open-admission shelter or humane society

- Familiarity with humane law enforcement or cruelty case coordination
- Experience with shelter management software

Core Competencies

- Compassionate, steady leadership
- Sound judgment and decision-making
- Adaptability in a fast-paced environment
- Strong interpersonal and conflict-resolution skills
- Commitment to FAPL's mission and values

Work Environment

This position operates in a busy animal shelter environment with frequent exposure to animals, noise, odors, and emotionally demanding situations. The Operations Manager must demonstrate resilience, flexibility, and empathy while maintaining professionalism and operational excellence.

Pay: \$56,000.00 - \$62,000.00 per year

Benefits:

- Health insurance
- Paid time off

Work Location: In person