



JOB POSTING

POSTING DATE: 05/13/2026

CLOSING DATE: OPEN UNTIL FILLED

BASE PAY: DOE

PREFERRED EXPERIENCE: 3-5 YRS SHELTER MANAGEMENT, MASTERS DEGREE

REQUIRED EDUCATION: BACHELORS DEGREE, 3-5 YRS MANAGEMENT

POSITION: DIRECTOR OF OPERATIONS

STATUS: FULL TIME (SALARY) EXEMPT

JOB DESCRIPTION

Responsible for managing the daily operations of all facilities owned and/or operated by the San Antonio Humane Society (SAHS). This includes managing dog training, adoptions, kennel, and maintenance departments. Reports to the Chief Operating Officer.

Principal Duties and Responsibilities

- Directs the daily operations of the shelter; oversees adoptions, animal care team, , facilities and maintenance, and safety
- Ensures the safety and sanitation of the facility to protect the health of both animals and people
- Ensures that accurate and complete records for SAHS animals, adoptions, staff, safety policies, and facility maintenance are maintained as required by SAHS policies, city contracts/ordinances and state and federal laws
- Ensures that all animal care and facilities policies, procedures, and programs are regularly reviewed and modified in an efficient manner
- Stays abreast of current animal welfare issues as well as the changing needs of the community
- Regularly compiles and presents reports to the COO on facility operations and activities. Coordinates efforts with the COO to develop long-range programs and review policies and procedures. Apprises the COO about important issues, problems, and new ideas regarding shelter management and animal care and welfare
- Evaluates new and on-going shelter projects/policies regularly to determine and implement needed changes
- Regularly reviews facility policy and procedures manuals and standard operating procedures to assure compliance with local, state and federal guidelines, and the facility's mission
- Directly responsible for supervising, evaluating, training, coaching, and developing of all operational personnel
- Schedules both paid and non-paid shelter staff and ensures the shelter facility is adequately staffed to provide proper care and maintenance 365 days a year
- Regularly inspects all shelter areas to ensure work is accomplished, animals are cared for, and facility is sanitary
- Monitors safety compliance of all staff and volunteers
- Maintains all animals in a clean, comfortable living environment, and ensures animals are provided the necessary proper care, and the medical team is notified of issues in a timely fashion
- Develops ideas to further the mission of the SAHS
- In certain behavioral instances, may assist by providing useful information to the COO in determining euthanasia candidates
- Identifies and implements strategies for maximizing adoptability of shelter pets
- Oversees all inventories and ordering of shelter supplies, cleaning solutions and equipment
- Participates in special projects as needed, including annual fundraising events and employee development programs
- Supports and demonstrates the agency's core values – Customer Service, Adaptability, Respect, Responsibility, Integrity, and Compassion
- Performs other duties as assigned

Knowledge and Skills Required

- Exceptional work ethic with excellent interpersonal, organizational, and planning skills
 - Ability to exercise independent judgment as appropriate and to work independently with little direct supervision
 - Excellent written and spoken communication skills. Will be expected to work closely with the SAHS Board Members, Government Officials, donors, and others.
 - Ability to manage conflicts, disputes, and grievances both internal and external, helping to resolve difficult situations
 - Ability to build and maintain partnerships with community organizations and agencies
 - Demonstrated supervisory knowledge including principles and techniques of effective supervision, promotion of teamwork, and operational analysis
 - Demonstrated knowledge of local, state, and federal regulations for the workplace and regional health and safety
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codes related to animal welfare

- Detail-oriented and comfortable working simultaneous projects and meeting multiple deadlines
- Experience developing and managing budgets, hiring, training, developing, supervising, and appraising personnel

Work Environment

- Potential for exposure to zoonotic diseases
- Exposure to high noise levels when in kennel area
- Potential for animal bites and scratches while handling animals
- Office with significant time in animal areas

Physical Requirements

- Ability to drive a vehicle
- Willingness to work weekends, holidays, and off-hours, on occasion
- Ability to speak, hear, walk, and be exposed to animal noises, chemicals used to sanitize facilities, vehicles, or equipment, and other physical situations that involve all forms of animal life

Additional Attributes

- Treats all animals humanely, with compassion and concern, both on and off the job, and transmits these values to others
- Commitment to a high standard of safety and willingness to comply with all safety laws and all of the agency's safety policies and rules
- Willingness to report safety violations and potential safety violations to appropriate supervisory or management personnel

Apply online at www.SAhumane.org