



Position: Chief Operating Officer (COO)

Date: 3/5/2022

Responsible to: Board of Directors

FLSA: Exempt

Position Summary

The Chief Operating Officer (COO) serves as the liaison between the Board of Directors, the Shelter Staff and the Community.

The COO will be expected to direct the administrative, financial, managerial, and supervisory activities necessary to uphold the mission of the Central New York SPCA, policies, and goals of the Central New York SPCA.

Consult with the Board of Directors in making decisions for the highest interest of the organization. In addition, this position is responsible for carrying out the services contained in municipal contracts for Cruelty & Dog Control we serve.

The COO is required to follow the guidelines within Article 7 – of the NYS Ag & Markets.

The COO works under the general guidance of and is responsible only to the Board of Directors as a group.

The COO may delegate duties as appropriate, but the responsibility for the accomplishment of all duties remain with the COO.

Duties and Responsibilities

In accordance with organizational policies, duties include but are not limited to:

- Developing and implementing, in conjunction with the Board of Directors, a strategic plan designed to accelerate the Mission and direction of the Central New York SPCA long-term success and viability.
- Planning, organizing and directing programs that carry out the Central New York SPCA goals as established by the Board of Directors, and ensuring they meet community needs.
- Establishing and directing operational procedures of the Central New York SPCA
- Seeking out and maintaining community contacts with professional, government, media, and civic organizations on behalf of the Central New York SPCA, maintaining memberships and networks
- Representing the Central New York SPCA as the chief spokesperson.
- Ensuring compliance of the Central New York SPCA to all applicable laws, regulations, licensures and accreditation standards.
- Supporting the staff needs of the Central New York SPCA, including employees and volunteers of the Shelter. This includes periodic performance reviews, safety meetings, cross-training, and salaries.
- Overseeing the handling, well-being, and care of all animals admitted to the care of the Central New York SPCA.

- Managing the recruitment, hiring, development, employment, evaluation and discharge of all employees.
- Creating and coordinating annual and long-term fund development plans.
- Controlling and monitoring all purchases and managing other fiscal and property resources in coordination with the Executive Committee and the Board of Directors.
- Managing the maintenance facilities, grounds and equipment.
- Preparing an annual budget, in conjunction with the Finance Committee and/or Board Treasurer, operating the Central New York SPCA within the limits of the total approved budget, and informing the Board of Directors of the monthly financial status.
- Negotiating contracts and other business matters approved by the Board of Directors, including research and preparation of grant applications.
- Preparing reports and other records as required by the Board of Directors.
- Acts for the Central New York SPCA in designated matters pertaining to bequest, estates, contracts, donations and other concerns.
- Oversee the Central New York SPCA's fundraising and marketing programs, fostering and maintaining relationships within the community, media, donors, and potential donors. Being available to meet and explain the Central New York SPCA's Mission, and long-range goals.
- Meet monthly with the Board of Directors to present reports and apprise the Board of important issues, problems, and new ideas, assisting various committees with their assignments.
- Supervising and directing the Central New York SPCA vendors, contractors and consultants to assure performance under their agreements, and ensure satisfactory relationships exist between the Central New York counsel, insurance agents, consultants, accountants/bookkeepers, vendors and media.
- Plans, organizes, and oversees shelter services to ensure they meet the principals and objectives of the organization.
- Oversees the volume of transferred animals and coordinates between each department to ensure communication and seamless receiving.
- Administers the Pet Point animal database along with others assigned. This includes adding new users, merging duplicates, updating/changing fields, creating new reports as needed.
- Oversees the creation and maintenance of Standards of Operation for shelter activities.
- Participate in local, regional and national organizations or committees relating to animal welfare. Represent the Central New York SPCA at the occasional public functions and donor events.

Requirements

- Bachelor's degree in Business or related field strongly preferred
- Minimum of two (2) years of animal shelter operations management experience
- Have a working understanding of NYS Ag & Market regulations
- A working knowledge of the regulations for Cruelty and Dog Control Officers (peace officers)
- Knowledge of domestic animals including breeds, behavior, appropriate care and housing, common health problems, disease symptoms, and handling techniques.
- Knowledge of organizational and financial procedures for non-profits agencies
- Must have demonstrated skills in human resource management and strong leadership abilities

- Must have experience working with and coordinating multiple tasks using staff and volunteers, and accommodating Board and Board Committees in their organizational functions.
- Demonstrated communication abilities to include effective interviewing techniques, public speaking, and ability to communicate effectively with employees and volunteers verbally and in writing.
- Maintains a professional stance and encourages professionalism in all operations activities. Preserves cordial, productive relationships with all staff and board members while maintaining confidentiality pertaining to privilege administrative and operational information.
- Knowledge of animal management databases
- Experience in non-profit
- Valid Driver's License is required

Physical Demands

- This position may require long periods of sitting at a desk while using office equipment.
- Irregular hours including evening and weekend meetings, odd hour emergency call-out, and community commitments are a normal part of the job.
- Close proximity to animals, their noises, odors, dander, waste, and other impacts are to be expected.