**Location:** 901 Pinemont Drive; Houston, TX 77018

**Hiring Range:** This position’s hiring range is anticipated to be $80,000 to $90,000 annually, depending on experience, plus great benefits!

**Shift:** Monday – Friday 9am – 6 pm

**Manager interviews will occur weekly until the position is filled (recruiter phone screens will occur before a manager interview).**

**Position Summary:** Lifesaving Programs Senior Manager is a key leader responsible for the daily functions, efficient operations and growth of lifesaving programs including direct and facilitated outcomes, foster, medical, volunteers, and shelter partnerships. Lifesaving Programs Senior Managers work with their leadership to oversee strategic expansion and engagement of community for the success of Best Friends Animal Society’s mission and vision. They serve as the program leaders to achieve objectives and function with a high degree of autonomy.

**Culture Statement and Responsibility:** We value attitude over aptitude, and we treat Kindness as a discipline because it is paramount in our culture along with our other Guiding Principles. Culture is how we talk to and treat ourselves and one another, it’s how we generate and respond to change, it’s how we plan and make decisions, it’s how we do what we do.

**Key Responsibilities:**

* Treat people around you as our most valuable resource by leading with Kindness and Compassion in all your actions, build trust by demonstrating authenticity and following through on your commitments, encourage self-care and work-life balance through your own example, and work to build strong relationships with your team by creating communication loops to share and receive honest feedback. You are responsible and accountable for the culture of your team.

*Strategy & Leadership*

* Lead by example through direct and impactful personal and organizational contributions towards Best Friends’ no-kill 2025 goal; act with urgency and efficiency on behalf of animals still at risk of being killed in shelters across the region and the country; develop and maintain a comprehensive knowledge of Best Friends’ mission, programs and strategic direction to guide and support managers and teams throughout the year
* Following the divisional OGSPs, work with Director and/or Senior Director to develop annual lifesaving hub goals and metrics integrating operational work to directly impact shelter conversions. Review department progress to goals routinely and maintain ongoing review of operations as necessary providing feedback to department managers to ensure lifesaving hub goals and metrics are achieved.
* Oversee division and departmental budgets including managing expenses, revenues, and reporting on result; oversee the physical facilities, equipment procurement and management of supplies, inventory, and building upkeep.
* Promote and oversee community-first strategies, engaging volunteers, community members, and other stakeholders at the highest level; purposefully and thoughtfully create an environment where Best Friends is the best place to work for a career in animal welfare, providing opportunities for growth, and for maximizing individuals’ lifesaving impact.
* Lead and empower a team of 13 full-time employees, providing mentorship and career growth opportunities for the staff.
* Lead human resource matters in conjunction with the Human Resources and Employee Relations departments regarding staff selection, management, development, and retention; oversee headcount controls and position creation or realignment; build individual capabilities and capacity through performance measurement, goals setting, reporting and analysis.

*Operational Productivity*

* Lead teams and volunteers to oversee, coordinate and conduct daily hub programs such as adoptions, foster and volunteer engagement, animal care, transport, programmatic mentorships, and surgery and medical operations with the goal of utilizing volunteers to the greatest extent possible to expand Best Friends lifesaving capacity.
* Lead efforts to expand Best Friends lifesaving capacity through strategic use of events, volunteers, and collaboration with local organizations, individuals, and stakeholders.
* Work with Regional Director and/or Senior Director to routinely evaluate program capacity and determine lifesaving needs to convert shelters to no-kill: develop and improve program efficiency to increase facilitated and direct outcome opportunities within Best Friends and through partners.
* Work with Regional Director to monitor and participate in Greater Houston’s animal welfare landscape, representing Best Friends in public forums when appropriate.
* Oversee department managers and supervisors ensuring focus on converting priority shelters to no-kill through resource allocation, veterinary services, direct and facilitated outcomes, and programmatic mentorships.
* Set an example of superior customer service to all visitors and use each interaction as an opportunity to develop and engage individuals to support the organizational goals for constituent journey development.
* Guide program staff to develop strategies for recruitment and retention of fosters and volunteers to maximize lifesaving capacity and achieve organizational goals. Ensure volunteer opportunities are aligned with organizational goals for constituent journey development and ongoing engagement with Best Friends’ mission.
* Work collaboratively with other departments and marketing teams to identify engagement opportunities with social media and PR to support lifesaving outcomes and programmatic needs at the hub. Represent Best Friends in media relations when requested and maintain Best Friends’ voice across all communications.
* Supervise and support veterinary leadership, ensuring high standards of medical care, compliance with state and federal regulations, and alignment with shelter medicine best practices; Collaborate with veterinary programs staff and chief veterinarian to set medical protocols for preventive care, spay/neuter, treatment plans, and humane euthanasia decisions.
* When necessary, provide thoughtful and compassionate feedback regarding end-of-life decisions for Best Friends Program animals, balancing medical and behavioral considerations with their well-being and quality of life; ensure that all decisions are approached with care, respect and commitment to minimizing suffering while honoring our mission to Save Them All.
* Lead the maintenance of a safe workplace, value, and model safe work practices, adhering to organizational safety practices and rules, and addressing or communicating to leadership about unsafe practices and conditions.

**Required Skills and Experience:**

* High School Diploma or GED and 3-5 years’ experience working in animal welfare, animal care or veterinary practice.
* Solid leadership and management experience preferably in animal welfare with a lifesaving focus; 3+ years of management or leadership experience, including overseeing budgets and staff; 3+ years of experience working for or with a humane organization preferred but not required.
* Strengths in utilizing statistical information to inform, develop and implement division and department level strategic plans, including change management strategies and program direction; proven attention to detail with advanced organizational and time management skills.
* Excellent written and oral communications skills: comfort with public speaking and presentation experience; ability to professionally advocate Best Friends’ position on issues.
* Bilingual or multi-lingual skills preferred but not required.
* Customer-centric, non-judgmental approach to engaging with adopters, partners, visitors, volunteers, and colleagues; familiarity and comfort with a conversational adoption process.
* Ability to work with, leash, kennel, walk, and handle cats and dogs, including those with health and/or behavior conditions/concerns; basic ability to identify and speak to medical and behavioral characteristics of dogs and cats.
* Strong interpersonal skills, a team player, personable, professional, and able to get along with people from different backgrounds, as well as the ability to handle sensitive and confidential situations.
* Ability to work in a fast-paced environment with well-developed organization skills to juggle multiple competing tasks and demands.
* Resourceful, get-it-done attitude; initiative to assist in any area or process; problem solving, seeking answers independently and enthusiastically; flexibility to persist until goals are achieved.
* Proficiency with Microsoft Office products; familiarity with shelter software/animal management software, or desire to learn.

**Physical & Other Requirements:**

* Must be able to:
  + Routinely lift 40 pounds and perform daily strenuous activity including, but not limited to lifting, carrying, reaching, stooping, squatting, cleaning, and bending.
  + Perform repetitive tasks for extended periods of time including typing, sitting, walking, arm, and hand motion.
  + Work indoors and outdoors in a variety of weather conditions including extreme heat and cold.
* Comfortable with handling dogs, cats and other animals of all sizes, temperaments, and medical status or willingness to learn.
* Valid driver’s license, meeting Best Friends Animal Society’s driver qualification standards; ability to travel, including overnight stays, when needed.
* Daily hours and days of the week may vary according to the needs of the department schedule; position includes weekends, nights, and holiday work.
* After-hours flexibility to address urgent animal emergencies or building-related issues.

*Thank you for your interest in pursuing a career at Best Friends Animal Society. Best Friends Animal Society is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to their race, color, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, or domestic partner status.*

*Applicants for employment in the U.S. must have valid work authorization that does not now and/or will not in the future require sponsorship of a visa for employment authorization in the U.S. by Best Friends Animal Society.*