Job Title: Operations Manager

Immediate Supervisor: Lynne Tingle

**POSITION PURPOSE**

The Operations Manager will drive the Milo Foundation's mission by managing and enhancing operations to support client and donor relationships and boosting positive outcomes for animals. This role ensures a stable, sustainable environment, raises mission awareness, and achieves goals for both Milo Point Richmond (MPR) and the Milo Sanctuary in Willits. The ideal candidate will possess nonprofit animal rescue expertise, strong operations management skills, excellent communication, and leadership to oversee operations, support staff development, improve efficiency, ensure sound adoptions, enhance revenue, and strengthen the organization's image and growth.

**DUTIES AND RESPONSIBILITIES**

* Implement and oversee daily operational policies to ensure efficient functioning.
* Recruit, train, and supervise staff; conduct regular performance evaluations to foster a motivated team.
* Ensure the safety, sanitation, and upkeep of the facility to provide a safe environment for animals and visitors. Creating a cohesive team and clear lines of communications among staff regarding animals and daily activities, providing a unified voice, a welcoming and “donor ready” facility.
* Identify and develop new revenue sources, including increasing donations through new fundraising efforts and expanding the donor base.
* Analyze accounting and financial data, create budgets, and manage expenses to ensure financial stability.
* Coordinate and communicate development goals and spay/neuter programs with the Director of Development to align efforts and maximize impact.
* Generate reports and deliver presentations as required for donors, corporate funding, and the Milo Board to communicate progress and impact.
* Increase volunteer participation to reduce reliance on paid staff and enhance community engagement.
* Act as a key liaison between the Director and management teams at the Milo Sanctuary and the MPR Adoption Center to ensure alignment of operations.
* Promote and encourage social media engagement among staff and key volunteers to enhance outreach and community involvement.
* Other duties as required.

**MINIMUM REQUIREMENTS**

* Minimum five years of experience in managing business operations, preferably within a nonprofit organization; college degree preferred.
* Proficient in computer operations; familiarity with or ability to quickly learn Shelter Luv and other animal rescue software platforms.

**KNOWLEDGE, SKILLS, AND ABILITIES**

* Exceptional organizational skills with the ability to thrive in a fast-paced, dynamic environment.
* Strong leadership capabilities, work ethic, creativity, and adept problem-solving abilities.
* Ability to manage challenging situations with compassion and professionalism.
* Excellent verbal and written communication skills.
* Knowledge of or experience with nonprofit animal rescue objectives.
* Ability to act with integrity, professionalism, and confidentiality, at all times

Milo Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**COMPANY CONFORMANCE STATEMENT**

In the performance of their respective tasks and duties, all employees are expected to conform to the following:

* Perform quality work within deadlines with or without direct supervision
* Interact professionally with other employees, seniors, customers, and vendors
* Adhere to all company policies and procedures
* Work effectively as a team contributor on all assignments
* Work independently while understanding the necessity of communicating and collaborating with other employees, volunteers, groups and organizations to achieve success

Essential functions of this job are as described above. This document in no way states or implies that these are the only duties, responsibilities, or functions to be performed by the employee occupying this position. Duties and assignments may be subject to change at any time due to business needs, reasonable accommodation or operational reasons or requirements.