



Happy Trails Farm Animal Sanctuary Operations Manager/Administrative Assistant

Job Title: Sanctuary Manager
Reports To: Executive Director
FLSA Status: Salary position / Non-exempt
Date Created: April 2014

Vision:

Happy Trails Farm Animal Sanctuary thrives on providing the best possible customer service to clients and donors; providing all animals with the best possible care; to treat every living creature with respect, compassion and understanding; to advocate on behalf of farm animals; to be a good steward of the donations entrusted to us; to perform daily tasks in an effective and efficient manner and to provide a pleasurable work environment rich in team work for volunteers and staff.

Pay Rate:

- Salary \$29,120 yearly
(Pay periods are bi-weekly: 40 hours work week @ \$14/hr. = \$560 per week)

Evaluation Period/Incentives:

30, 60, 90 days evaluation – then annual from date of hire or earlier as needed.
Salary may increase as funds become available.

Job Responsibilities:

Employee will have set office hours five days per week. Hours and days may change seasonally depending on sanctuary needs.

- In Charge Of:

- conducting regular staff evaluations for selected employees
- conducting staff disciplinary actions as needed that include full written documentations and including issuing both verbal and written warnings
- written warnings will be forwarded to the Executive Director before or after consultation with the Executive Director
- provide written monthly staff evaluations to the Executive Director that is due no later than the last day of the month

- Must work closely with Executive Director, volunteers, peers and public. Sanctuary manager and must be polite and courteous and make all guests/volunteers/staff feel welcome and appreciated.

- Work closely with the Executive Director to keep Executive Director abreast of all sanctuary and operations-related issues and staff/volunteer issues within the sanctuary. Keep a list of volunteer issues that need to be addressed with the ED and review weekly or immediately any volunteer behavior causing undue risk/harm to volunteers or sanctuary animals.

- Schedule, implement and oversee the daily operations of the sanctuary, including:

- trash pick up
- special projects as assigned
- seasonal yard maintenance - i.e. mowing, weed eating, snow removal,
- the cleanliness of the rest room
- the cleanliness and appearance of the office and gift shop

- Administrative Duties

- overseeing the prompt return of phone calls and email inquiries either personally or by forwarding calls and emails on to the correct responsible party
- scheduling the forwarding of phones so that calls are always forwarded on to a representative during off hours and weekends
- payroll and employee hours
- proper signing and filling out forms that include, but are not limited to, all vendors and suppliers to meet all tax requirements within required deadlines
- accepting deliveries at the office
- talking to potential volunteers on the phone and doing a pre-screening with them during a phone conversation
- scheduling volunteer orientations
- being in charge of paid staff at the sanctuary, including Ashley Ehmann and her staff, and tour guides
- scheduling tours as needed
- working with vendors, suppliers

- ordering hay and straw
- alerting the director of any concerns or issues
- being the eyes and ears of the director at the sanctuary
- checking in with the ED upon arriving at the sanctuary via email or text

- All employees must adhere to sanctuary policies and procedures.

Photographs:

- Any employee may be asked to appear in photos used for promoting the sanctuary.

Work Schedule:

Salary position with a minimum of eight working hours per day. Due to the working demands of Happy Trails Farm Animal Sanctuary, the Sanctuary Manager's hours are:

- A minimum of eight paid working hours per day, a minimum of five days per week with a maximum of 40 hours per week.
- Sanctuary Manager's hours are 8:30am - 5:30pm on scheduled workdays with one hour unpaid lunch periods included that must be taken between 12:00pm and 1:00pm when the office will be closed.
- Any changes or requests regarding the scheduled unpaid lunch hour MUST first be approved by the Executive Director.
- Responsible for creating own daily work schedule.
- Weekly "Must Do List" that must be forwarded to the Executive Director for approval or information. Sanctuary Manager in charge of completing tasks in a timely manner.
- Completion of all assigned and unassigned tasks in a timely manner.
- A mandatory weekly overall report to the executive Director is due at time of Executive Director's discretion.
- Mandatory checking in with the Executive Director upon arriving and leaving the sanctuary via email or text during regular work hours. (Does not include lunch.)

Supervisor:

Reports directly to the Executive Director; meets with the Executive Director to review daily operations, special projects, staff efficiency, concerns and updates a minimum of twice per week.

Probationary Period:

The employee must successfully complete a 90 day probationary period and receive a satisfactory evaluation by the Executive Director. The employee is employed by Happy Trails on a daily basis and can be terminated at will.

Termination/Quit Policy:

After successfully completing the 90 day probationary period, Happy Trails requests a minimum two week notice in the event that the employee plans to leave Happy Trails. Happy Trails reserves employment on a daily basis. Disregard for sanctuary policies and procedures are grounds for dismissal.

Time Off:

Paid vacation time is granted after the first full year. After the first year, five days paid vacation is granted. If un-paid time off is needed throughout the first year, scheduling in advance is

requested to allow for others to cover any tasks in progress while the Sanctuary Manager is away.

Holiday Schedule:

The position is required to work holidays on an as-needed basis. Sanctuary emergencies may result in the Sanctuary Manager taking responsibility for unseen emergencies.

Dismissal/Unacceptable Behaviors:

Any employee not adhering to sanctuary policies and procedures will be dismissed. A verbal warning of noncompliance will be stated for a first offense and documented in the employee's file. A written warning for a second offense will be provided to the employee and a copy made for the employees file. A third offense will be grounds for dismissal.

Behaviors not tolerated include: inappropriate hitting, kicking, punching, striking, yelling or roughly handling the rescued animals. Proper and safe training, handling, moving, and leading the animals will be taught and demonstrated to the employees. Employee must work well and in cooperation with both staff and volunteers, and must have effective and professional communication skills.

General Summary:

Under the direction of the Executive Director, the Sanctuary Manager handles the management of the sanctuary including operations and administration. If another individual, such as a board member or volunteer, asks the Sanctuary Manager to perform a task outside the scope of the job description listed, the employee must direct that person to take the request to the Executive Director as the Employee reports directly to the ED. Must adhere to general policies of Happy Trails Farm Animal Sanctuary and protect the confidentiality of professional as well as personal information.

Confidentiality:

Often animals involved in court cases are in the custody of Happy Trails. Employees are not permitted to discuss or share the animal's condition, health, or knowledge of any court proceedings regarding animals who are directly involved in abuse trials.

Physical Requirements:

Typical physical requirements include normal or corrected vision (close and distance) and hearing, ability to communicate verbally, extensive walking and/or standing, and use of hands and arms. Must be able to lift or carry a minimum of 50 pounds and perform vigorous upper body work (controlling strong animals or carrying bags of grain or hay in certain instances/emergencies). May need to stoop, kneel, climb, crouch or crawl. Employee will be placed on Happy Trails commercial insurance and have access to all vehicles and machinery on an as-needed basis.

Work Environment:

Environmental demands include working with animals, animal waste, and cleaning/disinfectant solutions. Employees will be exposed to a variety of extreme weather conditions and temperatures. There is likely to be exposure to fumes, airborne particles and zoonotic diseases. The noise may be moderate to high in the shelter area. Employee may be exposed to sick, injured, unruly, vicious and/or dangerous animals.

Performance Requirements:

Performance requirements of Happy Trails employees will be followed and will be reviewed periodically. All employees will be expected to meet the following standards of performance:

- Customer Service Orientation:

Includes maintaining, at all times, a cheerful attitude and professional behavior, use excellent interpersonal and problem-solving skills that enable the employee to respond to customer/volunteer needs and expectations in a positive manner. Respect of all volunteers and sanctuary staff is vital to the performance of the tasks associated with this position.

- Dress Requirements:

Maintain a neat and well groomed appearance. Neat, solid color work pants or jeans with no holes or abrasions. Solid shirts or Happy Trail’s logo apparel. Must wear closed toe shoes or boots – no flip flops, bare feet or sandals. Must wear safety gear such as goggles or gloves when working with power tools or when performing any hazardous task. Conservative shorts are permitted during warm weather.

- Performance Standards:

Includes adherence to all relevant policies, procedures and guidelines; acquired knowledge and application of knowledge in performance of job responsibilities; maintenance of required registrations, certifications or licenses (if applicable). Carry out duties as assigned by the Executive Director.

- Efficiency and Effectiveness:

Includes quantity and quality of work as well as organizational skills required to perform effectively as possible.

- Adaptability:

Must foster a teamwork environment, flexibility; ability to adapt to a changing environment and ability to give and accept feedback. Enlist and empower volunteers and staff members that will build a cohesive team which work together to provide excellent customer service, care and compassion for all animals, mutual respect for peers, ability to perform as a team and to promote all aspects of the sanctuary. Must work well with volunteers and staff.

I have read and fully understand the job description for the position of Happy Trails Farm Animal Sanctuary Facilities Manager. I accept this position and agree to fulfill all requirements and meet all expectations.

Name _____ Date _____

Happy Trails Representative _____ Date _____

Happy Trails Representative _____ Date _____