



FORGOTTEN FELINES RESCUE OPERATIONS MANAGER PART-TIME JOB DESCRIPTION

Job Title: OPERATIONS MANAGER – Part-Time

Reports to: Board of Directors

Salary: \$29.00 to \$36.00 per hour, commensurate with experience

Job Type: Part-time (15-20 hours/week), Non-Exempt

Location: Remote location, Denver Metro area

General Position Description:

Forgotten Felines Rescue promotes the health and welfare of underserved cats by providing low and no-cost spay/neuter, providing limited veterinary services and supporting community cat caregivers including those conducting trap-neuter-return (TNR). Forgotten Felines Rescue is committed to education and outreach that advances the quality of life for feral cats in the Metro Denver area and joining collaborative efforts to address issues of this vulnerable population.

The Operations Manager is the face of Forgotten Felines Rescue and serves as the point of contact for our clients, rescue partners and the public. The Operations Manager is engaging, personable and eager to work with our diverse clientele to better serve the cats in our community. This dynamic individual is well-organized, and efficient; and works well in a fast-paced environment. The Operations Manager helps ensure our organization runs efficiently and is a liaison between our staff, volunteers, and clients. The Operations Manager reports to the Board of Directors and is responsible for all administrative functions. The Operations Manager performs general office duties, including, but not limited to: answering calls, responding to emails, developing/maintaining, and developing/maintaining clinic relationships.

The Operations Manager will oversee daily company activities, ensuring the organization performs effectively and efficiently with management tactics and performance measurements. Other responsibilities include overseeing and participating in the FFR Rescue program, consisting of TNR, volunteer projects and our Foster/Adoption/Transfer program. This position is also responsible for developing and implementing operational procedures and systems, and managing budgets, statistical analysis and financial reporting.

Principal Duties and Responsibilities:

- Overseeing the daily activities of the organization to ensure everything runs smoothly.
- Managing responsibility of FFR's Rescue core programs – TNR, Volunteers, Foster, and Adoption.
- Developing and managing transfer partner relationships.
- Ensuring responsible transfers to participating rescues and shelters.
- Developing policies and procedures to improve quality, profitability, and productivity.
- Working with senior management/Board of Directors in developing annual budget.
- Setting goals and targets for the organization.
- Creating plans or strategies to achieve goals and targets.
- Managing resources and budgets, including equipment, materials, and personnel.
- Working with senior management/Board of Directors to implement long-term organizational plans.
- Supervising department coordinators and managing human resource policies and procedures
- Reviewing and analyzing company procedures.
- Represent FFR at MDAWA meetings held every other month.
- Leading coordination and integration between FFR and partner shelters, rescues, and veterinary clinics, and other collaborations.
- Implementing policies and procedures to improve operations.



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- Communicating new directives or procedures to Directors or staff to answer questions, maintain morale and explain changes.
- Projecting a positive image to employees and the public, including customers, donors, and community members.
- Performing other related duties as necessary.

Job Specifications:

Required Knowledge, Skills, and Abilities:

- Commitment to the mission of Forgotten Felines Rescue.
- Ability to work with and around cats, both tame and feral.
- Fluency in Microsoft Office tools (e.g., Outlook, Word, Excel, etc.).
- Basic math skills.
- Exceptional customer service skills with internal (staff) and external (collaborators, clients, donors, volunteers, etc.) constituents.
- Self-motivated, able to take initiative and tolerate high levels of activity and ambiguity
- Knowledge of feral/community cat issues and familiarity with others in the animal welfare community preferred.
- Ability to work collaboratively in a team environment, as well as alone.
- Ability to multitask and work in a fast-paced environment.
- Strong attention to detail and organizational skills.
- Ability to plan, organize and strategize clinic scheduling.
- Outstanding written and verbal communication skills, including interpersonal skills.
- Excellent analytical, problem-solving, and decision-making skills.

Education and Experience Requirements:

- At least 3 years of experience working in animal welfare.
- Experience working in a shelter, spay/neuter clinic or veterinary office (preferred, but not required).
- Knowledge of feline veterinary care, administering vaccines and medications, and identifying different colorations and breeds of cats (preferred but not required).
- Bilingual in Spanish (preferred but not required).

Licensure and Certification:

N/A

Additional Information:

Working Conditions:

- This position is required to lift 20 to 40 pounds and move cats in traps.
- This job description is not intended to be all-inclusive. The employee may be required to perform other related duties to meet the ongoing needs of the organization.

How to apply:

- Please send a cover letter/letter of interest and your resume or CV to Accounting@ForgottenFelinesDenver.org.