



Title: Director of Operations & Animal Care

Reports to: Executive Director

Status: Exempt; Fulltime

Pay: DOE

Posting Date: October 26, 2022 (Position open until filled)

Start Date: January 2, 2023

Organizational Overview: Lake Tahoe Wildlife Care, Inc. (LTWC) is a 501(c) (3) tax exempt organization whose function is to rescue, rehabilitate and release orphaned and injured wild birds and animals. LTWC operates under permits issued by California Fish & Wildlife and the United States Department of the Interior Fish & Wildlife Service. Our 27-acre site includes a state-of-the-art animal care facility, sophisticated enclosures, and soon to be complete, Animal Care Hospital.

Position Overview: The Director of Operations & Animal Care will oversee all operations, facilities, and animal care at Lake Tahoe Wildlife Care (LTWC). This position provides leadership, management, and vision necessary to ensure that LTWC is operating in compliance for the effective growth of the organization.

Location: LTWC is located in South Lake Tahoe, CA. Ability to relocate to the South Lake Tahoe, CA or surrounding communities is required.

Essential Functions and Responsibilities:

Leadership: Lead with positivity, recognizing concerns of all staff with respect and dignity, while promoting humane treatment and compassion for animals in LTWC's care. Model, create, and maintain outstanding customer service with all LTWC stakeholders, including, Board members, staff, volunteers, and community partners.

Culture: Cultivate a culture of collaboration, compassion, and transparency across LTWC.

Staff Management:

- Manage the Animal Care Team, Facilities Manager, Volunteer Coordinator, and Social Media Coordinator.
- Work with the ED on designing and implementing performance management for staff.
- Provide and assign clear expectations and performance goals for all employees.
- Schedule and provide performance management, including coaching and performance reviews.
- Co-lead weekly staff meetings with ED.

- Communicate effectively and provide and receive feedback from direct and indirect reports alike.
- Work with ED in defining roles, and hiring new team members.
- Interview and select direct report hires in a manner consistent with LTWC's mission.
- Ensure training and ongoing guidance and development of the team supports LTWC policies, culture, and animal care protocols.

External Relationships:

- Maintain and manage relationships with permitting agencies, oversee all MOU's and permits, reporting, and site visits.
- Maintain connections with other wildlife rehab organizations as needed for placement of non-releasable animals.
- Provide animal care related content for website, social media, fundraising, and educational materials.
- Provide information for grant proposals and grant reports.

Animal Care:

- Ensure high standards of care for both physical and mental well-being of all wildlife under the care of LTWC by holding all team members accountable for quality of care.
- Promote an attitude of compassion toward all wildlife, regardless of those who are sick, insured, or aggressive.
- Model all best practices and positive behavior with all staff and volunteers.
- Oversees all animal care protocols, procedures, and Standard Operating Procedures (SOP's):
 - Ensure completion of, and compliance with, animal intake and care protocols, by all staff and volunteers
 - Ensures information is updated as needed
 - Ensures staff and volunteers are trained
- Oversees all animal intake protocols and activities.
- Oversees all releases and release activities.
- Oversees all medical care for rehab animals and critical care patients.
- Oversees WRMD database and ensures compliance, updated as needed, and reporting requirements are in compliance.
- Oversees euthanasia process and compliance and training.
- Develop risk management protocols and SOPs related to facilities, operations, and animal care to ensure that appropriate safety measures and training are in place to comply with safety standards and OSHA Compliance.
- Oversee educational animals: care, permitting, and events.
- Oversee and direct all raptor team recruitment, training, and compliance.

- Oversees and direct all bear team recruitment, training, and compliance as related to CDFW MOU and Permit:
 - Compliance with the *Minimum Standards* Document
 - Review & update SOP's for bear cub care
 - Volunteer & Staff 40 hour supervised training specific to black bears
 - Caretaker compliance
 - Checklists for care and oversight of natural bear cub diets
- Oversees and prescribes diets for all rehab and educational animals/birds.
- Oversees food purchases, contracts, budgets, and food donations.
- Oversees inventories, budgets and purchases for all supplies.

Shift Management: Works with the Rehab Managers on developing shift schedules, and provides hands-on training and care with staff and volunteers.

Volunteer Management:

- Oversees volunteer program, volunteer training, and appreciation events.
- Oversees all liability and protocols for volunteer program.

Educational Programs - Wildlife Wednesday's, Schools, and Community Events:

- Oversees all educational activities in alignment with the LTWC Mission and curricula.

Administrative Duties:

- Collaborates with ED and Finance Committee on developing programmatic budgets and operational expenses. Completes programming reports, board reports as needed.
- Support ED and Fundraising Committee as needed.
- Organizes phone coverage.

Education:

- Bachelor's degree in biology or other related field strongly preferred
- Advanced degree in veterinary medicine desirable or veterinary technician certification preferred

Experience:

- Minimum of three (3) years of management experience, preferably in a senior leadership or management position overseeing 10+ employees, including servicing, hiring and developing staff
- Wildlife rehabilitation experience and a knowledge and familiarity with animal welfare issues and current best practices preferred
- Minimum of three (3) years of Wildlife Medical Training experience preferred
- Euthanasia Certification preferred (within 6 months of employment)

- Experience with Bear Rehab, or prior large mammal or carnivore handling and care experience preferred
- Knowledge of WRMD database or similar related database preferred

Required Qualifications:

- Required Vaccinations: Covid-19 and rabies
- Collaborative and team culture and modeling positive behavior a must
- Model the IWRC Code of Ethics:
<https://docs.google.com/document/d/1h1vm6MO0LdKnIvmafWKSdwe4uKzfP60K/edit>
- Model all organization policies and procedures
- Experience working in a non-profit setting
- Fluent in speaking and writing English
- Excellent judgment and creative problem-solving ability
- Energy, flexibility and resilience with an ability to deal with difficult or unforeseen problems, remains calm and does not give up
- Must be willing to work flexible hours to meet the program needs
- Computer proficiency in MS Office, Excel, and Google Drive preferred
- Demonstrated ability to learn new technologies
- Outstanding verbal and written communication skills, on-time work ethic and exceptional attention to planning details
- Strong organizational, interpersonal skills, and initiative
- Driver's license, car insurance, and transportation required

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to:

- Physical ability to walk and/or stand on your feet throughout a normal active workday.
- Physical ability to engage in repetitive motions of legs, arms, and hands, to hear, and to see.
- Physical ability to lift and move animals up to 50 pounds.
- Allergic conditions, which would be aggravated when handling or working around animals, may be a disqualification.
- Additionally, sitting at a desk for long periods of time, twist to reach equipment that surrounds the desk, use telephone, and operate office equipment.

*From time to time LTWC euthanizes wildlife who are sick or injured.

LTWC will make reasonable accommodations for known disabilities as required by applicable law. All employees are required to observe the procedures contained in the LTWC Employee Manual.

Benefits: Vacation time (amount TBD)

EOE Statement: Lake Tahoe Wildlife Care (LTWC) is a not-for-profit, equal opportunity employer and does not discriminate on the basis of:

- Race or color
- Ancestry or national origin (including language use restrictions)
- Religion or creed
- Age (over 40)
- Mental or physical disabilities
- Sex or gender (including pregnancy, childbirth, breastfeeding or related medical conditions)
- Sexual orientation
- Gender identity or gender expression
- Medical condition
- Genetic information
- Marital status
- Military and veteran status

To apply, please submit a cover letter and resume (or CV) to: Heidi Volkhardt Allstead, Executive Director at heidi@ltwc.org. Please include the position title in the subject line. The position will be open until filled.