Animal Protection Society of Durham

DIRECTOR OF OPERATIONS

Position Overview

The Director of Operations is responsible for ensuring the smooth, effective, and compliant day-to-day functioning of shelter operations. This role oversees front desk operations, animal care, behavior, intake and shelter flow, compliance, and operational systems.

The Director of Operations directly supervises the Front Desk Manager, Animal Care Manager, and Behavior Manager and works closely with medical, lifesaving, foster, volunteer, and other teams to ensure coordinated shelter operations.

We are looking for an experienced animal welfare professional who understands shelter operations and is excited by organizational change and improvement. The ideal candidate is a systems thinker who enjoys identifying problems, improving processes, and helping teams work more effectively together. Experience in an animal shelter is strongly preferred; open-admission shelter experience is highly desirable.

Key Responsibilities

Shelter Operations & Flow

- Oversee day-to-day shelter operations, including intake, animal care, behavior, front desk, and shelter flow.
- Ensure effective coordination across departments and address operational bottlenecks.
- Monitor capacity, intake, length of stay, and other operational indicators.
- Develop and improve systems, workflows, and standard operating procedures.

Staff Leadership

- Supervise and support the Front Desk Manager, Animal Care Manager, and Behavior Manager.
- Hire, onboard, coach, and evaluate staff within assigned areas.
- Develop managers as leaders and problem-solvers.
- Build a culture of accountability, collaboration, professionalism, and continuous improvement.

Animal Care & Customer Service

- Ensure consistent implementation of animal care, behavior, sanitation, safety, and customer service standards.
- Support humane, efficient practices that promote animal wellbeing and positive outcomes.
- Ensure front desk operations are welcoming, professional, compassionate, and responsive to the community.

Compliance & Systems Improvement

- Ensure compliance with applicable local, state, and federal regulations, including North Carolina Department of Agriculture standards.
- Maintain inspection readiness and accurate operational documentation.
- Identify recurring challenges and develop sustainable solutions rather than short-term fixes.
- Use data and operational trends to guide decisions and measure improvement.

Community Trust & Collaboration

- Promote clear, respectful, and transparent communication with staff, volunteers, partners, pet owners, adopters, and the broader community.
- Identify opportunities to strengthen the community's experience with and trust in APS.
- Work collaboratively with organizational leadership to implement priorities and manage change.

Qualifications

- Professional experience in animal welfare, preferably in an animal shelter environment.
- Open-admission shelter experience highly preferred.
- Experience managing teams, programs, or shelter operations.
- Strong systems-thinking, organizational, and problem-solving skills.
- Experience leading process improvement or organizational change.
- Strong communication and people-management skills.
- Ability to work effectively in a fast-paced environment with competing priorities.
- Commitment to animal welfare, transparency, accountability, and community trust.

Success in This Role Looks Like

- Front desk, animal care, and behavior teams are well-led and work effectively together.
- Shelter operations and animal flow are organized and responsive to capacity and animal needs.
- Staff consistently follow clear policies and procedures.
- The shelter maintains strong compliance and inspection readiness.
- Operational problems are identified and addressed at the systems level.
- Staff, volunteers, partners, and community members experience APS as responsive, professional, transparent, and trustworthy.

Compensation

The salary range for this position is $60,000- $72,000 annually, commensurate with experience, and includes a robust benefits package with generous health and leave benefits.

About Animal Protection Society of Durham

Founded in 1970, the Animal Protection Society of Durham is a 501(c)(3) nonprofit organization dedicated to strengthening the bond between people and animals. Since 1990, APS has managed the Durham County Animal Shelter in partnership with Durham County Government. APS operates Durham County's only open-admission animal shelter and provides care for thousands of vulnerable animals each year. Beyond sheltering and adoption, APS provides and supports foster care, community spay/neuter, behavioral services, pet food and supply assistance, rescue partnerships, medical care, and other programs designed to help animals and the people who care for them. APS is entering an important next chapter, with the opportunity to build on recent progress in operations, culture, animal care, partnerships, and accountability while defining its long-term role in Durham's animal welfare ecosystem.

How To Apply:

Please send letter of interest and resume to stacy.bluth@apsofdurham.org. Please include Director of Operations in the subject line.