

Are you an animal lover with a fondness for cats? Ready to put your organizational skills into action to save abandoned cats & kittens?

Happy Cats Haven is a small shelter with big impact. We focus on feline-friendly care, with an emphasis on fear free handling and the specific needs of cats. We are a dynamic team of passionate staff and volunteers who want to make life better for the cats in our care and the people in our community.

Position summary

We are seeking a dedicated and enthusiastic Operations Manager. This full-time position is responsible for shelter organization and administration, including office operations, customer care, facilities, supplies, and assisting with volunteers. This role bridges staff, volunteers, and foster families to ensure the shelter operates efficiently and compassionately while maintaining a professional and welcoming environment for all visitors.

Job duties

- Oversee all aspects of office operations, purchasing, communications and technology
- Manage incoming mail, email and phone inquiries with prompt, professional responses
- Maintain shelter network, equipment, and software
- Manage calls for surrenders and wait list in coordination with intake committee
- Manage inventory for office, shelter, medical, foster and retail supplies, including pickup/delivery of food & litter
- Oversee receipt and organization of shipments; track supply levels and expenses
- Ensure the shelter remains tidy, organized, and accessible, including sale or donation of unneeded items
- Train and supervise volunteers in shelter organization and administrative support
- Monitor budget allocations and submit monthly/annual operational reports as required

Qualifications

- Passion for feline welfare and a commitment to the mission of Happy Cats Haven
- Strong administrative and organizational experience
- Prior shelter or feline welfare experience strongly preferred
- Proficiency with office equipment, computer applications, databases, CRMs, and LANs
- Strong written and verbal communication skills
- Excellent task and time management skills
- Experience supervising staff and/or volunteers with a collaborative, positive approach is desirable
- Skilled in cat handling and basic animal care procedures is desirable
- Physically capable of performing shelter tasks, including lifting and safely carrying up to 50 lbs

Benefits & work environment:

- Full-time up to 40 hours per week
- Supportive and passionate team culture
- Opportunity to make a direct impact in the lives of cats and the community
- Unlimited purrs and headbonks!

To Apply

Please submit your **resume** and a **cover letter** describing your relevant experience and passion for animal welfare to office@happycatshaven.org.

Join our team and help us make a difference—one feline at a time!