



Position Description:

Status: Exempt

Title: Manager of Business Operations

Department: Administrative

Reports to: CEO

Position Summary:

Central Florida Animal Reserve (CFAR) is looking for a motivated, organized and hands on Manager of Business Operations (MBO). This position requires access and the ability to travel in the Central Florida Region including the facility south of Holopaw, FL, and the Orlando Metro area. The successful Manager will be organized, experienced in hiring, training, and scheduling employees and volunteers in a zoological atmosphere. Effective verbal and written communication skills are essential for this team leadership position. The successful candidate will be able to lead and manage multiple activities including facility operations, maintenance, guest operations, and business development.

The MBO oversees operations including safety of visitors and employees, animal care, daily operations, hiring & training of staff, labor scheduling and costs, facility maintenance, and managing within budgetary guidelines. We can teach the business to motivated candidates with good organizational and communication skills. Successful candidates should have good management, communication, and people skills.

The position is expected to be able to uphold brand ambassadorship and represent the organization well both internally and externally. The position is hands on and expected to work with and through volunteers and staff to accomplish goals in an uplifting fashion commensurate with the organizational core values. The job requires knowledge of business, animal care principles, building maintenance, and customer service. The job requires the ability to develop and maintain a collaborative and cooperative working relationship with vendors, clients, other organizations, and the public. Successful candidates will be high energy, driven, and focused. Must be able to handle complex, multitasking environments, and demonstrate a high social intelligence.

The work environment includes basic competency in animal care and facility operations as well as external visits to represent the organization in physical and virtual avenues. The job is exposed to wild and/or exotic animals. The noise level is generally moderate but can occasionally be high. Weekend work will be required.

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Essential Functions:

- Provide brand ambassadorship to the public in physical and virtual venues that may include but not be limited to Chambers of Commerce, Trade or Industry activities, fundraisers, or other strategic locations.
- Serve as key liaison for events and activities to support the organization's Membership program and general public awareness.
- Facilitate the Animal Care Manager's implementation of the animal care standards as defined by the Facility Director.
- Oversee and facilitate effective inventory, inventory control, and ordering for retail operations.
- Oversee and implement effective strategies to maximize attendance and revenue for visitor-based operations.
- Coordinate with Education Director or designee to design and sell experiences that meet the educational goals of the organization.
- Provides customer service to the public. Provides information, answers questions and inquiries, and gives tours, presentations, and demonstrations at the facility and off-site as requested.
- Assist where requested in maintaining the animals and facilities.
- Monitor and provide suggestions for improvements to public facing facilities, animal enclosures and exhibits, and grounds to ensure cleanliness and public safety. Assist with seasonal groundskeeping and landscaping work including, but not limited to, trimming, weed control and removal as needed. Performs minor maintenance and repair work.
- Provide information for records, documents, and logs of animals for database.
- Works to create an uplifting experience for guests/members of the public, part-time/seasonal employees, interns, and volunteers and supervise vendors where required.
- Provide executive assistance for communications, vendor resolutions, and point of contact where necessary and requested.
- Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Competencies:

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

Knowledge of:

- Zoological operation and animal care policies, procedures and protocols;
- Federal, state, and other applicable statutes and laws related to business and nonprofit management

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CENTRAL FLORIDA ANIMAL RESERVE

- Customer service methods, techniques, and objectives.
- Cash handling and accounting methods and techniques.
- Employee training and direction methods, techniques, and objectives.
- Methods, techniques, and objectives of inventory maintenance including ordering and order reconciliation.
- Operation of booking software (such as Peek) and third-party booking business models.
- Operation of office equipment, including but not limited to printers, scanners, and phone systems.
- Operation of a personal computer and job-related software applications, particularly Microsoft One Note, Microsoft Teams, Microsoft Outlook, Microsoft Excel and Microsoft Word.

Skill and Ability to:

- Develop, write, review, and implement policies through approval processes for internal or external operations
- Promote the animals and facilities of the organization, ensuring animal health and welfare and safety in communications.
- Work within well-defined budgets to maximize revenue outcomes for events and public activities.
- Provide brand awareness to the public via provision of information, answering questions and inquiries, and give tours, presentations, and demonstrations at the facility and off-site.
- Exhibit excellent judgment regarding public relations circumstances.
- Assist veterinarians in providing medical attention and care to animals, as directed.
- Maintain records, documents, and business logs and prepare reports, as directed.
- Facilitate inventory of retail operations, supplies, and equipment, including ordering and reconciling orders on delivery.
- Direct and train part-time/seasonal employees, volunteers, and work-study students in non-animal care roles.
- Direct and Perform cashiering and cash handling duties, including reconciling receipts and inventory.
- Perform minor maintenance and repair work on exhibits; provide suggestions and input for improvements.
- Operate a motor vehicle.
- Maintain a professional demeanor at all times.
- Communicate effectively in the English language at a level necessary for efficient job performance, additional language skills a plus.
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations.
- Perform all duties in accordance with policies and procedures with regard for personal safety and that of other employees and the public with or without accommodation.

Education/Experience Requirements

- 3-5 years' experience with mid-to-upper management, preferably of an animal care facility;

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- Bachelor's degree in business, biology, animal sciences, or a related field is preferred.
- Valid Florida driver's license required.
- Experience managing and/or supporting cross-organizational/multi-dimensional project activities.
- Three (3) years' zoological or other animal care experience is preferred.
- An equivalent combination of education and experience that provides the required skills, knowledge, and abilities to successfully perform the essential functions of the position may be considered.

Physical requirements:

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, and bend. The job requires hand/finger dexterity to handle animals, manipulate tools, operate janitorial and groundskeeping equipment, and reach with hands and arms. The job requires operation of job-related equipment and driving a vehicle. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.