



**Position Title:** Administrative and Communications Manager  
**Salary:** \$55,000 - \$65,000 per year depending on experience  
**Classification:** Full-time, Exempt  
**Date:** July 2020

### **About Fix Our Ferals:**

Fix Our Ferals (FOF) is a non-profit veterinary surgical clinic for cats and dogs. We serve thousands of East Bay residents and multiple Bay Area animal welfare organizations by making spay/neuter (S/N) surgeries accessible and affordable. We also offer other critical surgeries to help families retain their animals, thereby keeping them out of the shelter system and/or from needing to be euthanized. We strive never to turn anyone away for financial reasons; it is our goal to never let a lack of funds come between animals in need and the good health they all deserve. We work with animals who have been injured, born with congenital defects, or who have developed surgically treatable conditions in the course of normal aging. Our goal is to keep cats and dogs happy and healthy in their homes, whether that means a coddled lapdog staying with their loving family, or a community cat enjoying their best life in an outdoor colony.

We have a very talented and compassionate team. Everyone on staff brings their A-game to FOF because we hire people who work well with others, and above all else, deeply believe in our essential mission and want to make a meaningful difference. The team is a nimble, resourceful, and highly motivated group.

### **Position Summary:**

The purpose of the Administration and Communications Manager position is to help advance our mission through organized follow-through with administrative tasks and through compassionate, creative, and uplifting marketing/communications with donors and other community members.

A successful Administration and Communications Manager is a collaborative team-player with administrative management experience who shows initiative, critical thinking skills and leadership. We are looking for someone who will take an active role in the development and implementation of best practices to support FOF's goals, and ensure the effective and efficient running of our organization and our donor operations and strategies.

*This job description reflects the assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.*

There are five facets to the job: 1) help formulate strategies and best practices, 2) perform a wide range of administrative duties to support efficient operations, 3) oversee and contribute to marketing strategies and activities, 4) oversee and contribute to donor communications, 5) recruit, manage, and inspire volunteers to assist with all of the above. In other words, we need an individual who is creative, inspiring, and quite comfortable with the details of logistics and data.

As we have a small staff and operate a fast-paced surgical clinic, we are looking for someone who can work comfortably and effectively in a busy environment, and who possesses the ability to successfully work independently when needed. We look forward to welcoming someone who always brings a 'roll-up your sleeves and get it done' spirit and a commitment to excellence. We are looking for the type of person who sees challenges as opportunities and who brings their best self to every situation.

## **Essential Duties and Functions:**

### ***Leadership***

- Working with the Management Team and Board of Directors, help set the strategic direction of FOF and develop capacity to best meet community needs.
- Develop strategies to constantly improve the quality and financial strength of the organization.
- Develop communications that promote the mission, goals, and services of FOF.
- Generate a culture of positivity, proactivity, commitment, and collaboration that also keeps FOF's life-saving mission and overarching values central to everything we do.
- Act as a liaison between the organization and the community, building relationships with peer organizations when appropriate.
- Problem-solve any operational issues that arise.
- Keep the Board of Directors informed about donor, clinic, and volunteer issues, accomplishments, and project updates.

### ***Marketing and Fundraising***

- Tailor marketing and communications efforts to inspire people to fall in love with our cause and support our continued success in everything we do.
- Grow and retain a base of supporters and donors through social media and newsletters; take photos, capture stories, and collect media releases to support this effort.
- Maintain a calendar to ensure timely preparation, review and sending of monthly newsletters and other scheduled appeals; generate ad-hoc appeals and communications as needed.
- Cultivate donor relationships through thoughtful, thorough, and prompt communications, and work with Management and the Board to address the special needs or questions of donors.
- Manage mail and email lists of donors for direct mail and digital appeals. Work with an external mail house to ensure mailings are timely and complete.

- Update and maintain accurate and detailed gift information and constituent record data, update data files to include new record creation, demographic changes, relationship to organization or motivation for gift, and solicitation preference updates to existing constituent accounts.
- Participate in establishing, documenting, and updating written departmental policies and procedures describing gift processes, systems, policies, and guidelines.
- Help with identifying prospective grants and funding sources and support the Board in completing relevant grant applications.
- Grant application and report tracking
- Maintain the website to ensure that it reflects current information and is on brand.

### ***Administration***

- Oversee creation of technician and doctor staffing schedules for the clinic; handle schedule requests and coordinate with relief staff when necessary.
- Ensure compliance with the laws regarding veterinary practices and to keep licensing and credentialing requirements current.
- Maintain clinic inventory through regular review and ordering; collaborate with Technician Supervisor as needed.
- Work with Technician Supervisor in equipment maintenance through contacts with external vendors.
- Develop and maintain relationships with vendors to secure optimal pricing for the clinic.
- Fill in for essential functions of Community Programs Manager in her absence.
- Run errands to local business and community partners as needed.
- Pitch in with other team members to keep the clinic clean, organized and running smoothly.
- Other administrative tasks as needed.

### ***Financial***

- In collaboration with the Board Treasurer, develop an annual organizational budget.
- Review and analyze income statements and other financial data to improve financial sustainability and mission achievement.
- Take a lead role with Management to create, monitor and communicate relevant metrics to the Board on a regular basis.
- Run regular reconciliation and deposit reports to support bookkeeping.

### ***Volunteers***

- Assemble and retain an all-star volunteer team to assist with most of your responsibilities through proactive recruitment and scheduling, and engaging training and relationship building.
- Work cooperatively with all volunteers and recognize the talent and commitment they bring to the organization.

*This job description reflects the assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.*

- Evaluate and facilitate additional volunteer opportunities in the organization; oversee the work of your administrative volunteers.

### ***Diversity and Inclusiveness***

- Ensure all clients, colleagues, volunteers, from diverse backgrounds and cultures, receive the highest level of service, care, and compassion.
- Represent FOF in a positive, professional, and courteous manner at all times.

### ***Safety***

- Ensure a safe work environment; following all safety guidelines and modeling safe work practices, including correct use of COVID-19 PPE and safety protocols.
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal, or the organization at risk.

### **Physical Requirements and Work Environment:**

- Some work will be performed in the FOF veterinary surgical clinic, which includes areas where animals are being cared for, office spaces, stairs, and outdoor areas.
- Some work may be performed remotely.
- Some work may be performed at offsite event locations.
- Work includes potential exposure to anesthetic gases and other chemicals common to a veterinary setting, including disinfectant solutions.
- Worker regularly sits at a computer and operates electronic equipment.
- Work includes possible exposure to animals under stress
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available

### **Reporting Relationships and Contact:**

- Initially reports to Board of Directors
- Directly oversees administrative volunteers

### **Education and Experience:**

- Three+ years of management experience
- Business, nonprofit, or veterinary administration experience preferred
- Minimum of Bachelor's Degree in Public Administration or a related field preferred
- Experience volunteering at a non-profit organization preferred
- Valid California driver's license required

## **Knowledge, Skills and Abilities:**

- Commitment to the mission, values, goals, and success of Fix Our Ferals
- Track record of completing performance goals and objectives
- Exceptional ability to problem-solve and work in a thorough and self-directed manner
- Solid computer skills, database experience, and reporting
- Ability to manage multiple tasks in a fast paced environment while demonstrating a calm, flexible, and positive demeanor
- Strong interpersonal and leadership skills including a willingness to consistently provide superior customer service, embrace and foster change, react appropriately under pressure, and apply good judgment in difficult situations
- Ability and commitment to maintain confidentiality
- Flexible and open to evolving responsibilities and expectations as our systems and team grow
- Strong administrative and management skills
- Proven ability to effectively build relationships with community members, clients, vendors, management, and co-workers
- Strong communication (oral and written), change management, skills, with a strong attention to detail
- Demonstrated ability to delegate tasks to others (in this case, volunteers) and oversee their work to assure achievement
- Demonstrated ability to resolve conflict; build and foster positive working relationships
- Life or professional experience with animals and comfortable working in an environment with them in a safe, positive, and responsible manner

## **Salary and Benefits:**

- The salary for this position is \$55K-\$65K annually, depending on the length and breadth of experience.
- This is a regular, full-time, exempt position. The benefits package includes medical, dental, vision, and life insurance; a retirement plan; paid vacation, holidays, and sick leave; and subsidized continuing education.
- Work schedule may include weekend and evening hours and/or holidays as needed

**To apply, email a cover letter and resume (in the body of the message or as a .pdf) to Emily <at> fixourferals.org. No attachments in file types other than .pdf will be opened.**