

Operations Manager Job Description

Job Title: Operations Manager

Supervisor: Executive Director

FSLA Status: Exempt; 40 hours per week

Location: In person

Compensation range: \$72,000 - \$77,000

WildCare Mission

WildCare is a 501(c)(3) nonprofit wildlife hospital and environmental education center, located in San Rafael, California. Every year, our wildlife hospital takes in nearly 3,500 orphaned or injured animals and our education programs reach over 35,000 people. We lead the way in showing people how to live well with wildlife through a complete cycle of respectful, and humane practices. With programs in wildlife care, animal advocacy and nature education, WildCare is a voice for wildlife throughout the San Francisco Bay Area and beyond.

Position Overview

The Operations Manager ensures that WildCare's day-to-day operations run smoothly, safely, and efficiently so that staff, volunteers, and the animals in our care can do their best work. This role oversees facilities and property management, vendor and contractor relationships related to the building and property, health and safety compliance, security, and general office operations. The Operations Manager works cross-functionally with the wildlife hospital, volunteer program, development, and education teams to ensure that operational infrastructure supports WildCare's mission.

Job Responsibilities

Facilities & Grounds

- Oversee the maintenance, safety, and functionality of WildCare's facility, including the wildlife hospital, animal enclosures, offices, and grounds.
- Coordinate repairs, preventive maintenance, and capital improvement projects with contractors and vendors.
- Maintain compliance with building, safety, and environmental regulations applicable to a wildlife care facility.
- Support the New Facility Committee in coordination of logistics relating to the new facility opening in mid-November 2026

Health, Safety & Risk Management

- Develop and maintain workplace safety protocols for staff and volunteers, including protocols specific to working with wild animals and hazardous materials.
- Maintain emergency preparedness plans and serve as a point of contact for incident reporting.
- Ensure the organization's insurance, permits, and regulatory requirements (including those related to wildlife rehabilitation licensing) stay current in coordination with the Executive Director and hospital leadership.

Administrative, Office Operations and Technology Management

- Oversee day-to-day administrative systems, including office supplies, equipment, IT coordination, and vendor contracts.
- Manage organizational calendars, scheduling, and logistics for meetings and events as needed.
- Partner with the team to oversee technology deployments that support operational efficiency, including computer and phone systems.

Vendor & Contract Management

- Negotiate and manage relationships with vendors, service providers, and contractors, including maintenance, waste management, security, and equipment suppliers.
- Monitor contracts and service agreements to ensure cost-effectiveness and reliability.

Budget & Resource Support

- Assist the Executive Director and finance staff with budgeting and expense tracking for facilities and operations.
- Identify cost-saving opportunities and manage the operations budget responsibly.

Cross-Team Support

- Partner with the wildlife hospital team to ensure operational needs (supplies, equipment, facility upkeep) support animal care standards.
- Support the volunteer program by maintaining a safe, well-organized environment for WildCare's volunteer corps.
- Collaborate with development and education staff on logistics for events, tours, and public programs held on-site.

Qualifications

Required

- Bachelor's degree or equivalent professional experience.
- A minimum of 3 to 5 years of experience in operations, facilities, or office management, ideally within a nonprofit, animal welfare, or mission-driven organization.
- Experience managing technology systems deployment and trouble shooting

- Demonstrated experience managing vendors, contracts, and facility maintenance.
- Strong organizational skills and the ability to manage multiple priorities in a dynamic, fast-paced environment.
- Excellent written and verbal communication skills.
- Proficiency with standard office and productivity software (e.g., Microsoft Office or Google Workspace). Ability to lift up to 40 pounds and to work on-site, including occasional evenings or weekends for events or emergencies.

Preferred

- Experience in a wildlife rehabilitation, animal welfare, veterinary, or environmental organization.
- Experience with health and safety compliance in a facility handling animals or hazardous materials.
- A genuine interest in wildlife conservation and WildCare's mission.

This is a full-time, exempt position including 100% health insurance coverage options, supplemental dental and vision insurance, a 401k plan, generous vacation and sick time accrual, and 13 annual paid holidays.

WildCare does not discriminate on the basis of race, creed, sex, sexual orientation, age, religion, marital status, national origin, political affiliation or mental or physical handicap.

WildCare is an equal opportunity employer. We encourage applications from candidates of all backgrounds, particularly those underrepresented in the conservation field