

**Job Title:** Education Manager

**Reports To:** Chief Operating Officer

**Type:** Full-Time

**Schedule:** Monday – Friday; weekends as needed

**FLSA Status:** Exempt

**Summary:**

Provides day to day operational management for education staff and education programs including on and off-site Youth Programming initiatives, adult education, continuing education programs for animal welfare professionals, and Dog Training program. The Manager will drive the maintenance and growth of HSC's education programs and support the creation of new educational initiatives in support of the organization's strategic plan.

**Essential Duties and Responsibilities:**

- Provide day-to-day operational management for education programs running from the HSC Animal Resource Center and various other community education initiative locations.
- Oversee and expand the organization's existing education programs to provide high quality animal welfare presentations - this may include sharing our programs with national and international audiences.
- Work closely with the Chief Operating Officer to establish/maintain working relationships with other compatible animal welfare / animal industry education programs.
- Set marketing strategies for Education, Youth Program, and Dog Training in order to reach income targets and achieve strategic outcomes.
- Monitor and manage expenditure for education programs.
- Schedule and Chair regular team / one-on-one meetings to monitor progress of education projects, and brief direct reports on their role in upcoming projects and events.
- Debrief staff after off-site education trips / education projects to review outcomes in accordance with strategic plan and address future needs.
- In consultation with the Chief Operating Officer, deliver speeches, lectures and talks at HSC Animal Resource Center or Sponsor events about the education program.
- Liaise with other key educational and animal welfare organizations to develop relationships that support the goals of the HSC Education program.
- Working with the Volunteer Programs Manager, facilitate regular training and monthly reporting process for Education Volunteers.  
Work with staff to ensure school and community education programs and booking processes reflect the current policies and campaigns of the HSC.
- Monitor and manage HSC's Education Programs to ensure their relevance in the current education environment.
- Where required, support Youth Programs and Animal Welfare Education through lesson delivery and bookings process.
- With assistance from the Chief Operating Officer and the Human Resources department, manage all staff related activities such as recruitment and selection, on-boarding, performance management and goal setting. Proactively contribute to the creation of a positive culture within HSC.
- Meet key objectives of HSC's operational plan and support other members of the Senior Leadership Team and CEO in their key objectives of the organization's Strategic plan.
- Provide excellent customer service to all visitors and clients.

- Safely handle shelter animals and program ambassador animals in line with Fear Free practices. Willing to become Fear Free Certified within 90 days of employment.
- Ability to discuss difficult topics with children such as spay and neuter and humane euthanasia.
- Performs special assignments and other duties as assigned when necessary.

#### Volunteers

- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; recruit and train volunteers to assist department.
- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.

#### Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals and people in our community.
- **Required:** Willing to work flexible hours, including evenings and weekends when needed for programming.
- **Required:** Valid driver's license, reliable mode of transportation and good driving record.
- **Preferred:** Bachelor's degree in related field or commensurate experience.
- **Preferred:** Demonstration of previous successful experience in program administration and organization strategy.
- **Preferred:** Previous experience working or volunteering in an animal welfare setting.
- **Preferred:** Knowledge of NC State Educational Standards.
- Working knowledge of MS Office.
- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework.
- Goal oriented, committed to excellence and results.
- Strong interpersonal communication skills required, as well as a high-level skill in written and verbal communication.
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment.
- Must be comfortable and able to assume a leadership role when interacting with companion animals, children, animal welfare professionals, and the general public.
- EOE

#### Work Environment:

- Exposure to high noise levels and odors.
- Exposure to fumes or airborne particles and toxic or caustic chemicals.
- Exposure to zoonotic disease in shelter environment.

#### Physical Demands:

- Must be able to lift & move up to 25 lbs.