



RedRover Job Announcement

Position Title: Field Services Manager
Job Type: Full-time/Exempt
Salary Range: \$67,000 - \$82,000 annually
Location: Extensive travel required; Remote position (hybrid position if local to Sacramento, CA)

Are you passionate about helping animals as well as people? RedRover is a national nonprofit organization, seeking an exceptional Field Services Manager to join our team!

Full-Time Benefits: You'll be eligible for a robust benefits package:

- Medical, dental, vision, and life insurance for employees on the first day of the month following 60 days of employment;
- Vacation, holiday, and sick time accrued, beginning the first day of employment;
- 7% employer-paid Simplified Employee Pension (SEP) with immediate vesting, effective after one year of active employment; and
- Annual Companion animal allowance to help pay for veterinary emergencies and work-related pet-sitting (if you have a pet), effective after 60 days of active employment.

RedRover team members enjoy balanced lives and flexibility. The organization is strengths-based and is committed to staff career development. RedRover is seeking equity-minded applicants who will work to establish a supportive work community with a strong sense of belonging to further our mission.

The mission of RedRover is to bring animals out of crisis and strengthen the bond between people and animals through emergency sheltering, disaster relief services, financial assistance, and education. The mission is accomplished by engaging volunteers and supporters, collaborating with others, and maximizing the use of online technology.

Based in Sacramento, California, RedRover operates national programs that help animals and people in crisis and is well-known for its three main programs:

- **RedRover Responders** provides daily animal care and emergency shelter operations support during natural disasters and cruelty cases, as well as programs to improve the quality of life for pets and people such as free veterinary resources, TNVR projects, and Unchaining initiatives for outdoor dogs
- **RedRover Relief** provides financial and emotional support to good Samaritans, animal rescuers, and pet parents to help them care for animals in life-threatening situations, helps domestic violence survivors and their pets escape abuse, and provides assistance to domestic violence and homeless shelters to create pet housing programs

- **RedRover Readers** helps children explore the bond between people and animals through stories and discussion in a unique community-based literacy program and a children's publication called Kind News magazine

RedRover seeks a dynamic Field Services Manager to join its RedRover Responders team. Under the guidance of the Director of Community Programs, the Field Services Manager will act as Team Lead and/or Shelter Manager for the RedRover Responders volunteer team during a variety of deployments, and help to build and maintain positive relationships with our volunteers and other agencies that we work with. This position supervises and directs volunteers in the field and ensures a positive overall deployment experience. The Field Services Manager directly collaborates with partners and clients to provide animal care, and works closely with programs that serve pets and people. The Field Services Manager is also responsible for scheduling travel for volunteers, and the administrative work related to deployments.

Specifically, the Field Services Manager shall:

- Lead RedRover Responders volunteer teams in the field during natural disaster, cruelty case, and community program responses, and act as Shelter Manager of the temporary shelter as needed
- Support the Director of Community Programs with incoming deployment requests for natural disasters, cruelty cases, and community program responses, and coordinate our assistance as needed with the requesting agency.
- Support the Director of Community Programs in the planning process for long-term community program responses, including communication with community partners and supply coordination
- Schedule volunteers for deployments and coordinate lodging
- Process volunteer reimbursement requests
- Create and send volunteer deployment communications
- Monitor and respond to inquiries to Responders@redrover.org email account
- Create content and stories for RedRover Responders volunteer e-newsletter
- Work closely with the Director of Public Relations (PR) and Partnerships, the communications team, or other designated Public Information Officer (PIO), on deployments to collect content and impact stories
- Serve as a spokesperson for RedRover as needed
- Develop and maintain positive relationships with volunteers, partner organizations, key advocates, and community members; network through social media and in-person
- Submit proposals to present, represent RedRover at conferences, community events, and meetings.
- Support RedRover Responders program staff and program operations as needed
- Perform other duties as assigned

Qualifications:

RedRover's Field Services Manager is a dynamic, mission-focused, and flexible leader with at least six years of relevant professional experience in animal welfare or other relevant areas. The Field Services Manager has a desire to help people, in addition to animals, and understands that prioritizing the human-animal bond is of the utmost importance. The Field Services Manager should have experience in the following: animal shelter management/operations; managing or supervising volunteers; the ability to stay flexible and problem solve under

high stress situations in the field, and be able to prioritize multiple tasks while maintaining a positive and professional attitude; the ability to build and maintain excellent relationships with volunteers and partner organizations; and a demonstrated track record as a positive team player. Preferred experience includes working at a temporary emergency animal shelter, animal disaster response work, and experience/expertise in either veterinary medical or animal behavior. Due to the community relations work for this role, bilingual language skills are a plus.

Experience with Google Workplace Apps, Salesforce, Active Campaign, or similar platforms is a plus.

Must be able to deploy on short notice and travel extensively, including same-day flights as required. Typically, this involves travel at least once a month, for up to 10 days at a time.

In addition to technical and professional expertise, this position requires a diligent effort to promote, protect, and enhance the reputation and image of RedRover and its brand attributes: **Caring, Respected, Unwavering, Inspirational, and Vigilant**. A passion for helping animals and people is also essential. Qualified candidates must also be willing to accommodate animals in the workplace, maintain constituent (donors/volunteers/directors/employees) confidentiality, and have reliable transportation to and from work.

Application Instructions

Please email a cover letter and resume to employment@RedRover.org with "Field Services Manager" in the subject line. The position will remain open until filled. Please follow these application instructions as only complete submissions will be reviewed and considered.