



Manager, Facility & Cat Operations

Toronto Cat Rescue (TCR)

Full-time | 37.5 hours per week

On site at TCR's Volunteer Centre five days a week

About Toronto Cat Rescue

Toronto Cat Rescue (TCR) is a volunteer-driven registered charity that rescues more than 2,500 cats each year through the efforts of over 1,000 dedicated volunteers. TCR is not a traditional shelter; we operate through an extensive network of foster homes across the Greater Toronto Area and Waterloo Region. We also operate two facilities where cats may be housed temporarily for triage and assessment before being placed in foster care. Cats are socialized and cared for in foster homes until they are ready for adoption, with eligible cats placed in pet-store adoption centres to increase their visibility and help them find permanent homes.

The Opportunity

The Manager, Facility & Cat Operations leads daily operations at TCR's Volunteer Centre, oversees pet-store adoption operations and manages related logistics. This role requires a highly organized manager who can keep many moving parts on track by continually recruiting, training, supporting and managing volunteers.

The successful candidate will set clear priorities, delegate responsibilities, arrange reliable coverage and follow through to ensure work is completed promptly and consistently. They will collaborate with staff and volunteer coordinators to move cats toward adoption and serve as the main point of contact for store coordinators and pet-store partners. Practical hands-on assistance is required when needed.

Reporting to the Executive Director, the manager works on site at TCR's Volunteer Centre five days a week, with travel to other TCR facilities and partner locations as required.

Key Responsibilities

Pet Store & Adoption Operations

- Oversee operational support for TCR's pet-store adoption program and maintain effective relationships with store management, volunteers and other adoption partners.
- Visit adoption locations on occasion to confirm that TCR standards are followed and that cats, volunteers and stores have the supplies and support they need.
- Assist with adoption events and coordinate volunteer teams responsible for logistics, setup and on-site support.

Facility & Cat Care

- Manage the safe, efficient daily operation of TCR's Volunteer Centre, ensuring volunteer coverage, clear responsibilities and consistent cat-care routines.
- Assist with cat handling, room setup, movement and transport when operational needs require it.
- Continually recruit, onboard, train and support volunteers to build dependable teams and maintain coverage.
- Monitor supplies and equipment, coordinate deliveries and vendors, and resolve routine facility issues.
- Escalate significant animal-welfare, safety, medical or facility concerns to the appropriate manager or the Executive Director.

Volunteer Management

- Provide day-to-day leadership, direction and support to volunteers at TCR facility, pet-store adoption locations and adoptathon events.
- Coordinate volunteer scheduling, onboarding and role-specific training, ensuring adequate coverage and a clear understanding of responsibilities and TCR procedures.
- Build strong volunteer relationships through timely communication, coaching, recognition and consistent follow-through; address attendance, performance, conduct, conflict and safety concerns promptly, escalating serious or sensitive matters to the Executive Director.
- Collaborate with other program managers to deploy volunteers effectively and help keep cats moving through intake, triage centres, foster placement and adoption.

Operational Coordination & Improvement

- Serve as the primary point of contact for operational issues at TCR's west-end facility and pet-store adoption locations, working collaboratively with staff, volunteers and external partners to resolve issues effectively.
- Set priorities for facility operations, cat-care activities and pet-store adoption needs, coordinate next steps with staff and volunteers, and follow issues through to resolution
- Work directly with volunteer coordinators and volunteers at TCR facility and pet-store adoption locations to coordinate activities, address routine concerns and appropriately triage and escalate issues requiring further attention.
- Maintain clear handovers, records, checklists and standard operating procedures; draft and implement new procedures as required.
- Plan volunteer coverage and logistics for large transfers, seasonal surges and major events in collaboration with relevant program managers.
- Track key activities and performance indicators, identify bottlenecks, and provide timely updates to the Executive Director.

Qualifications

- Demonstrated experience coordinating operations, people, locations or complex logistics in a fast-paced environment.
- Exceptional organization, prioritization and follow-through, with the ability to manage many moving parts, delegate effectively, track outstanding work and meet competing deadlines.
- Strong judgment and initiative, including the ability to make decisions within established authority and escalate appropriately.
- Clear, timely and professional written and verbal communication.
- Confidence in building relationships and addressing issues constructively with volunteers, partners and members of the public.
- Strong administrative and computer skills, particularly with Gmail and Google Workspace.
- Comfort handling cats with varying temperaments and completing physical, hands-on work when necessary.
- Demonstrated experience managing or supervising teams is required; experience recruiting and managing volunteers is a strong asset.
- Animal-welfare, rescue or veterinary experience, including an RVT designation, is an asset but is not required.

Travel & Schedule

Occasional travel between TCR facilities, adoption locations and community sites is required. A TCR vehicle is available for authorized work travel. The successful candidate must possess and be able to maintain a valid Province of Ontario Class G driver's licence and a satisfactory driver's abstract and must be comfortable transporting cats, supplies and equipment.

This full-time, on-site position is 37.5 hours per week, working from TCR's Volunteer Centre in the west end of the GTA five days per week during core daytime operating hours. Travel to other TCR facilities and partner locations is required as needed. Occasional evening and weekend work is required for events and urgent operational needs, with scheduling adjusted within the work week.

Compensation

The starting salary range is \$65,000 to \$70,000 per year, commensurate with qualifications and experience. TCR also provides paid vacation and a benefits plan. Annual performance reviews will include a compensation review based on results, organizational needs and available funding.

Equity & Accessibility

Toronto Cat Rescue is committed to building a team that reflects the diverse communities we serve and welcomes applications from members of equity-deserving groups. In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, TCR will provide accommodation upon request throughout the recruitment and selection process and during employment.

How to Apply

Please apply in confidence by sending a resume and cover letter to careers@torontocatrescue.ca.

Application deadline: Friday, October 23, 2026, at 11:59 p.m. ET.