

## **GOOD SHEPHERD HUMANE SOCIETY, Inc.**

### **Animal Shelter Manager Position Description**

Shelter Manager Position Revised 01/29/12

#### **Position Overview:**

The Animal Shelter Manager is an exempt position whose main responsibility is the daily operations of the animal shelter within budgetary guidelines established by the organization. The shelter manager works under the direction and supervision of the Shelter Committee Chair and/or the President of the Board of Directors, however the shelter manager does work with a great deal of independence. The shelter manager exercises independent judgment in the management of the facility and recommendations of programs while operating within the guidelines and policies of the Good Shepherd animal shelter, the United States Human Society and the State of Arkansas. The shelter manager is responsible for the supervision of all animal shelter staff including volunteers and handles all the recruitment and training of the staff. The manager oversees the expenditure of funds and is involved in the development of the shelter's yearly budget. The shelter manager maintains all records pertaining to animals; keeping track of statistical and health data. Position involves considerable public contact, flexibility of hours is essential, position also requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The shelter manager is at times around animals that are agitated or injured that may attempt to bite or scratch and at times may need to assist in the lifting and carrying of animals and equipment in excess of 50 pounds.

#### **Key Result Areas (Essential Duties):**

Oversees the daily operation of the shelter and manages kennel operations.

- Providing paraprofessional animal health care and maintaining standards of conduct, cleanliness and safety. Ensures the daily sanitation and upkeep of the facility, monitors the general health of the shelter animals and insures proper medical care.
- Supervises the pet adoption program which includes the evaluation of animals for adoption, alternative placements, admissions of incoming animals, euthanasia of unadoptable animals all consistent with GSHS policy, ensures that the public receives accurate information and friendly customer service.
- Relates staff concerns to veterinarian regarding specific animals and insures veterinary instructions are carried out.
- Oversees all inventories and ordering of shelter supplies and equipment and assures that appropriate quantities of all supplies are on hand at all times.
- Regularly inspects shelter property for needed repairs and maintenance, provides list of needed repairs to shelter committee chairperson and secures volunteers or contractors as necessary to maintain buildings and grounds.
- Meets with Shelter Committee Chair and/or Board of Directors and assists with the development long-range programs, review and implementation of procedures, goals, policies, and contracts of the Animal Shelter.
- Maintains numerous files, records and statistics that include but are not limited to: animal population and medical history, adoption, euthanasia, spay and neuter, incident and personnel data. Maintains controlled substance records and renews license yearly.
- Assists in developing programs that engage the general public and the volunteers; meeting with community organizations, the public and representatives of other governmental agencies to discuss projects and concerns; developing educational programs on responsible pet ownership, making presentations for schools, civic groups, and public agencies.

### Management of the Shelter staff and Shelter volunteers.

- Responsible for the hiring of all shelter personnel in consultation with the Shelter Committee Chair and ensures that all shelter personnel are thoroughly trained in the proper methods of animal handling.
- Responsible for the supervision, promotion, discipline and the termination of shelter personnel.
- Responsible for managing the shelter volunteer program by recruiting, training, and supervising appropriate volunteers. Works to increase and stabilize volunteer numbers and participation.
- Prepares all worker assignments and schedules, monitors safety compliance of staff and volunteers; works collaboratively with workers to achieve shelter goals.
- Provides regular, on-going feedback and timely evaluations to the employees, addresses employee problems and grievances.
- Conducts and participates in meetings with staff to review procedures, discuss workplace issues and share ideas to improve animal care.

### Budget preparation, cost estimates and payroll information.

- Monitors revenue and expenses in relation to annual budget and regularly reviews and modifies procedures to maintain an efficient yet effective service.
- Oversees billings for accuracy and deposit all of shelter monies to correct accounts.
- Reviews staff payroll hours and prepare operational reports.

### Other duties as assigned.

- Perform duties of an animal care worker.
- Assist the shelter veterinarian with surgeries and euthanasia when necessary.

### **Qualifications:**

- Knowledge of State and local laws, regulations, codes and ordinances relating to the proper treatment and sheltering of animals; techniques for properly and safely handling and caring for sick, injured, and/or fractious animals, have a basic understanding of pharmaceuticals commonly used in the treatment of animals.
- Basic computer, e-mail and internet knowledge and skills, must be able to communicate effectively in writing and orally.
- Hearing is required to provide phone and counter service, additional requirements are near, far and color vision in performing medical procedures.
- Ability to oversee the operation of an animal shelter, to learn new programs for efficient operation and management of shelter; handle a variety of animals safely and in a humane fashion; deal effectively and tactfully with pet owners and the public.
- Working knowledge of the principles of supervision and teambuilding;
- Have a good working knowledge of the public budgeting process.
- Vet Tech experience is preferred.

### **Licenses or Certificate:**

- Must have a valid Arkansas driver's license and clean driving record.

### **Education:**

Sufficient experience and education is needed to successfully perform the daily management duties of the Animal Shelter, the preferred qualifications are; possess a two year degree in Business Management from college or technical school; or two years animal welfare on the job experience and/or training; or a one year of supervisory experience; or equivalent combination of education and experience.