



Job Description

Animal Shelter Operations Manager

This position reports directly to: Executive Director

This position Supervises/Manages:

<u>Position Title</u>	<u>Number of Incumbents</u>
Customer Care	4
Animal Placement	2
Animal Care	6

Essential Functions of the Position:

1. Interview potential candidates for employment
2. Evaluate and counsel existing staff
3. Establish and maintain ongoing training
4. Assist in planning, organizing and implementing programs
5. Prepare and maintain Standard Operating Procedures (SOP)
6. Maintain a clean and healthy environment for the animals
7. Must be eligible to be a “driver” for the organization and may perform “driver” duties as directed by the immediate Supervisor.
8. Investigate and address complaints regarding the operations of the Animal Shelter.
9. Ensure security of the Animal Shelter, animals, property and supplies
10. Euthanasia decisions
11. Establish working relationships with other functional groups (shelters/rescues)
12. Report to work at assigned start time; go to/return from breaks and lunch at assigned times; leave work at assigned quitting time.
13. Maintain database management (PetPoint) in compliance with the organization’s procedures and SOP’s.
14. Conduct daily rounds to evaluate and assess animal flow and status through the shelter.
15. Oversee, plan, and assist in the flow, promotion, marketing, and placement of animals in the HSOG Adoption Center.

Typical decisions this position has authority to make:

1. Resolving customer service issues
2. Scheduling staff
3. Verbal and written counseling of employees
4. Disposition of animals
5. Work assignments for special tasks

Typical problems this position will face:

1. Compassion fatigue
2. Customer service issues
3. Employee relations issues
4. Scheduling
5. Staff absenteeism and morale

The below statements represent the major responsibilities this position will be held accountable for:

1. Managing people and processes
2. Ensuring all animals within the facility are treated with respect

3. Managing operations with a cost-effective mindset and approach.
4. Ensuring that all areas in the shelter are maintained in a clean, organized, and sanitary condition.

Knowledge, skill, and abilities needed to perform the Essential functions of this position:

1. Must demonstrate the core values of the organization on and off the job.
2. Ability to read, write and communicate effectively
3. Minimum high school diploma, Associate's Degree or related experience preferred.
4. Minimum 5 years of Supervisor/Manager experience (Animal Sheltering experience a determinative plus)
5. Excellent organizational skills
6. Ability to analyze processes for continuous rapid improvement
7. Computer skills to include Google suite products (Docs/Drive/Sheets/Gmail)
8. Ability to work daily under stress and pressure
9. Ability to work with minimal supervision
10. Demonstrated ability to communicate effectively both orally and in writing
11. Excellent interpersonal skills and flexibility in dealing with people.
12. Interpersonal conflict resolution
13. Demonstrated knowledge of animal husbandry in a shelter environment, including feeding and nutrition, recognition of common diseases and health concerns, disease prevention and mitigation, and competency in animal first aid.

Required professional licensing or certifications:

Valid South Carolina Driver's License

Humane Euthanasia Certification by licensed Veterinarian or professional agency

PHYSICAL DEMANDS

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. Frequent walking, standing, kneeling, bending, may be required. The position holder must be able to regularly lift and/or move up to 50 pounds.

WORKING CONDITIONS

1. The individual performing this job may be required to work more than 8 hours in a day or 40 hours in a week. Some weekend and holiday work may be required. After hours emergency on-call as necessary
2. Work is performed in a kennel/shelter environment and may subject the individual to zoonosis, disinfectant solutions, potentially aggressive or fractious animals, moderate to high noise conditions. The use of appropriate personal protective equipment is mandated when necessary.