



Pulaski County Humane Society
DBA Loving Paws Adoption Center

Shelter Manager Job Description

JOB TITLE: SHELTER MANAGER
REPORTS TO: Board of Directors Liaison
HOURS: 11 to 5 Tuesday through Saturday

JOB SUMMARY

The shelter manager is responsible for managing and supervising the operations of the animal shelter and volunteers. The manager oversees animal care, admissions and adoptions; ensures the safety, sanitation and upkeep of the facility; provides volunteer training; prepares operational reports and educates the public about responsible pet ownership and animal regulations and laws.

WORKING RELATIONSHIPS

The shelter manager operates under the direction of the Pulaski County Humane Society Board of Directors. Board members will communicate operational directives through the designated Board Liaison or established board process. Reports to the Board Liaison. Works closely with partner veterinarians, local animal welfare organizations and transfer partner agencies. Provides direct supervision to the animal care staff. Oversees the negotiation and implementation of vendor contracts related to human resource management and facility care and maintenance.

ESSENTIAL JOB FUNCTIONS

1. Responsible for managing the day-to-day operations of the shelter. Ensures all staff and volunteers understand and support the mission and values of the organization as set forth by the Board of Directors as well as the organization's standard operating procedures and Department of Agriculture rules.

2. Recruits, trains, schedules and provides guidance to volunteers. Ensures that volunteers understand and follow shelter policies and safety procedures. Addresses volunteer concerns and conflicts appropriately. Recognizes and supports volunteer contributions.
3. Ensures the safety and sanitation of the facility.
4. Ensure appropriate handling, enrichment, behavior monitoring and stress reduction practices are incorporated into daily animal care. Identifies behavioral concerns and ensures appropriate documentation, management, and referral when necessary.
5. Oversees the adoption process and ensures animals are appropriately matched with adopters using shelter policies.
6. Coordinates with foster coordinator and ensures appropriate communication, support, and documentation.
7. Stays current on animal shelter and adoption best practices and ensures Standard Operating Procedures reflect industry best practices.
8. Keeps data regarding key functions of the shelter such as number of animals taken in and adoptions . Analyzes this information monthly and presents monthly shelter reports to the board of directors. This data is kept current in our Animal Shelter Manager software.
9. Provides exceptional customer service, resolves customer complaints, and ensures a positive customer experience.

RESPONSIBILITIES

Personnel

1. Is a leader by example to staff, volunteers and customers of Loving Paws Adoption Center.
2. Sets the standard for staff behavior, attitude, and customer service.
3. Is the first contact for volunteers who are sick, absent, or who will be late so the schedule can be adjusted accordingly as needed. Keeps a record of any absence or lateness and the reasons.

Animal Care

1. Ensures the well-being and humane treatment of all animals entrusted to our care.
2. Follows and enforces disease control protocol to ensure a safe, healthy environment. Maintains a healthy and calming environment for the animals in Loving Paws Adoption Center care.

3. Fosters a professional and cooperative relationship with others in the animal welfare industry.
4. Ensures daily cleaning of kennels, feeding and caring for shelter animals, and medical care is being performed regularly and appropriately by shelter staff.

Administration

1. Makes routine (at least daily) inspections to ensure the facility, building, and grounds are clean, safe and sanitary in accordance with standard operating procedures. Monitors safety compliance of staff and volunteers to prevent injuries to animals or humans. Delegates cleaning responsibilities to ensure sanitary conditions to appropriate staff members or volunteers.
2. Ensures all kennels, cages and equipment in the shelter are working properly.
3. Ensures that the public receives courteous and professional service. Takes control of tense situations with distraught or angry customers and instructs staff to do the same when necessary. Handles client complaints and ensures clients are treated with respect and professionalism by all shelter staff and volunteers in accordance with standard operating procedures.
4. Strives to maintain current on best practices in animal health and shelter procedures.
5. Manages annual deadlines and renewals for all licenses and/or inspections.
6. Reviews Standard Operating Procedures, animal care job descriptions, and operations-related documents at least bi-annually and revises as necessary.
7. Attends board meetings for the purpose of providing status of shelter operations.
8. Other duties as assigned.

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

1. High school diploma or equivalent required. Bachelor's degree in animal science, business administration, nonprofit management, or a related field preferred. Two or more years of supervisory or management experience; preferably in an animal welfare, veterinary, nonprofit, or customer-service environment preferred. Equivalent combination of education and experience will be considered.
2. Valid driver's license with insurance.

3. Exceptional leadership to staff and volunteers.
4. Must work collaboratively and build trustworthy relationships.
5. Must work independently and confidently using superior discretion and judgement.
6. Strong project management skills and ability to handle large amounts of e-mail, messages and telephone correspondence in a timely and professional manner.
7. Excellent organizational and time-management skills.
8. Ability to prioritize with strong problem solving skills and flexibility.
9. Excellent follow-through skills and attention to detail.
10. Ability to multi-task and handle several issues simultaneously.
11. Energetic, team-oriented, and quality minded.
12. Excellent written and oral communication skills, especially active listening and empathetic speaking, exceptional knowledge of grammar, punctuation and spelling.
13. Proficiency with Microsoft Office products, Google applications and Facebook.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The operations of an animal shelter can be high stress and very busy at times. This position is scheduled for 5 days a week. It requires a great deal of standing, walking, sitting, kneeling, crouching and general mobility. It may include lifting, carrying, pushing of supplies and cleaning of animals' areas. While performing this job, it will regularly be required to use hands and arms to reach, grasp, and hold animals, supplies, and other tools and to talk and speak clearly to clients and co-workers. This position requires the ability to work safely around unruly, sick, injured, or potentially dangerous animals. This position requires working around and with chemical compounds (i.e., bleach, detergents and disinfectants) used to clean and disinfect kennels, cages, and other surfaces. While working with shelter animals there is a risk of exposure to parasites and infectious diseases. Allergic conditions, which would be aggravated when handling or working with animals or cleaning supplies may be a disqualification. Work can occur in an office setting, animal areas, on the grounds of the facility, and/or off site.

You will need to be at the shelter from 9 until 5 Tuesday through Saturday. Starting gross salary is \$960 every 2 weeks with potential for increase based on performance and experience.

A check will be written on the 15th and the last day of the month unless those days fall on a weekend or holiday, in which case they will be written the Friday before.