Job Description

Job Title: Shelter Operations Manager

Accountability: Executive Director

Function: The Shelter Operations Manager shall be responsible for the effective and efficient daily operation of the Wayne County Humane Society Animal Shelter, ensuring that all animals are properly cared for and humanely and safely handled.

Salary Level: Level III

FLSA: Exempt

Summary of Duties and Responsibilities:

Animal Care:

- Supervise the animal care staff.
- Provide for proper animal care and sanitation by being attentive to each animal's behavior, health, and living conditions.
- Work closely with the medical community to ensure the best veterinarian treatments and care.
- Ensure that the animals are being treated and medicated properly, immunized upon arrival, if necessary, and be constantly aware of the animal's condition.
- Temperament test and evaluate all incoming dogs with assistance from an Animal Care Technician.
- Meet regularly with the Executive Director to ensure the well-being and humane treatment of animals and the proper management of operations and facilities.
- Ensure that cleaning and sanitation of kennels, cages, and equipment is completed on an ongoing basis.
- Be responsible for approval of all adoptions.
- Select the animals that, when necessary, will be euthanized, utilizing the criteria form in those cases which may be questionable.
- Perform euthanasia as required and in accordance with all laws regulating the use of drugs and equipment.
- Assist other technicians in carrying out euthanasia when needed.
Shelter Operations and Supervision:

- Be responsible for the day-to-day operations of the shelter.
- Ensure that the cleaning and sanitation of the shelter facility is completed on an on-going basis.
- Greet and assist clients in the absence of other staff.
- Be responsible for the proper training and guidance of the animal care staff and volunteers.
- Be responsible for seeing that staff is familiar with the Policies and Procedures Manual, and that staff follows it.
- Assist with staff development through:
  - Planned, recorded, staff meetings.
  - Formal programs and seminars.
  - Informal meetings.
- Be responsible for scheduling of animal care attendants/technicians, ensuring proper coverage to complete needed tasks, and for the correctness of the biweekly timesheets of the animal care attendants/technicians before approving their timesheets.
- Assure that staff keeps accurate animal inventory logbooks and animal medical records.
- Cooperate with the Cruelty Investigators of Wayne County.
- Represent the Shelter relative to animal cruelty issues.
- Provide coverage for emergencies by:
  - Responding in accordance with Shelter procedures.
  - Evaluating the situation with regard to:
    - Animal welfare.
    - Needed animal first aid.
    - Needed personnel.
  - Providing required personnel.
- Be responsible for performance evaluations of animal care staff.
- Establish a close working relationship with the Executive Director/Shelter Advisory Committee in order to communicate:
  - Operational needs.
  - Personnel issues.
  - Facility and equipment needs.
  - Issues associated with the effective operation of the shelter; always advise the Executive Director of newsworthy situations or happenings either complimentary to or detrimental to the Society or to the animals.
- Project animal care staffing requirements.
- Be responsible for effective inventory control and for ordering needed drugs and supplies in a timely and cost effective manner.
- Assist in the interview process to hire animal care staff.
- Write checks for Shelter’s bills for the Executive Director’s signature.
- Make bank deposits.
- Assist in preparing the annual budget.
- Administer the Shelter programs (Adult Companion, Charlie’s Fund, etc.).
- Support and participate in special projects, programs, and tasks related to the goals and plans of the shelter.
Shelter Maintenance:

- Provide an effective facility and equipment maintenance program to ensure timely repairs or replacement.
- Communicate facility and equipment problems and needs to the Executive Director/Shelter Advisory Committee and assist in planning appropriate action.

General Responsibilities:

- Set a professional standard.
- Lead by example.
- Develop a cohesive team.
- Make decisions about everyday occurrences.
- When appropriate, receive and answer, either by telephone or in writing, inquiries, complaints, and suggestions from the community on a daily basis.
- Counsel potential adopters.
- Make public presentations as assigned by the Executive Director.
- Perform other duties and tasks as required.
- Be enthusiastic and caring about improving the lives of domestic animals.

Safety:

- Follow all established safety procedures and protocols.
- Inform supervisor of potentially unsafe work conditions, procedures, or other areas where safety of animals or people may be compromised.

Summary of Qualifications:

- Have a high school diploma or equivalent; an Associates degree in Animal Sciences from an accredited college is preferred.
- Exhibit maturity and good judgment.
- Have the ability to manage time well.
- Be able to communicate in English with the public, employees, and volunteers.
- Be certified by NYS to perform euthanasia.

Conditions of Employment:

- Conditions of employment include working under adverse conditions such as inclement weather and noise with daily exposure to infectious diseases, parasites, and animal waste in a physically and emotionally demanding environment.

Work Days and Hours:

- Tuesday through Saturday, 8:00 am – 4:30 pm with ½ hour lunch period.