



"From Safe Shelter to Happy Homes"

Updated September 2022

Position Title: Shelter Manager
Reports to: Executive Director
Schedule: Year Round/ Full-Time
Classification: Exempt
Salary: \$40,000 - \$54,000
Benefits: Paid time off, health benefits package, paid holidays, discounted veterinary services

Purpose of Position

The Shelter Manager is responsible for successfully managing day to day shelter operations as well as implementing any programs, policies, and/or protocols that pertain to the shelter. Providing leadership to all shelter staff members, including annual performance evaluations, recognition, and/or performance improvement, and directing all care that shelter animals, or animals that are part of our community based programming receive are also a key duties of the manager.

This role serves as a member of the MCPAWS Leadership Team and takes an active role in high level decision making including, but not limited to: annual budget development, ensuring that operation and program costs stay within budget, developing new or revising existing, policies and protocols to ensure that shelter operations and practices reflect industry best standards and that animals receive the highest level of care and enrichment.

Duties and responsibilities

Leadership

- This position acts as direct supervisor to all shelter staff including: Animal Care Attendants, Front Desk Ambassadors, Shelter Medicine Coordinator, and Assistant Shelter Manager
 - Hire and/or fire shelter staff positions in accordance with established annual budget
 - Maintain appropriate employee personnel files and documents
 - Schedules and coordinates regular performance reviews as well as performance improvement plans for shelter staff
 - Appropriate delegation of daily operational and programmatic duties to shelter staff to ensure efficient and effective implementation of shelter goals and objectives
 - Researches potential opportunities and coordinates training and professional development opportunities for shelter staff
 - Assist staff in planning for continuing education; establishes and maintains publications and veterinary medicine library
 - Resolves shelter staff personnel issues
 - Is accessible by staff while maintaining a professional relationship with them
- Work collaboratively and in support of other branch managers via an active and engaged role on the MCPAWS Leadership Team
- Stay abreast of current industry trends, make recommendations and implement programs aimed at advancing the effectiveness of the Animal Caretakers.

- Keep Executive Director informed of progress, concerns, employee performance, and client issues.
- Work with MCPAWS volunteers in a friendly and collaborative spirit, answer questions and post information regarding which animals are escape risks, need special handling, and other pertinent information.
- Work within budget ranges.
- Represent MCPAWS in a professional and courteous manner at all time.
- Provide quality service to customers, volunteers and staff recognizing their individual contributions to the success of our organization.
- Take immediate action to address any safety concerns or noncompliance with safety rules that could put an employee, volunteer, client, animal or the organization at risk.
- Other duties as assigned

Animal Care

- Direct, train, and supervise animal care staff in the excellent care and handling of all shelter animals including, but not limited to:
 - Ensure that cleaning and animal handling equipment is in good working condition and promptly replace or schedule repairs
 - Develop weekly schedules for animal care attendants to ensure appropriate care
 - Develop and implement daily animal enrichment protocols
 - Provide training and oversight to promote safety practices amongst shelter staff, with special attention given to animal handling
- Ensure that protocols and procedures dictating animal care, health and welfare, illness/disease prevention and treatment,
 - In conjunction with Shelter Medicine Coordinator ensure that all veterinary needs of shelter animals are provided for according to established protocols and procedures
 - Monitor and document the notable health and behavior issues of animals, and communicate to Shelter Medicine Coordinator
 - Oversee the daily cleaning and disease control routine of the Animal Caretakers to ensure compliance with shelter standards and protocol.
- Transport shelter animals as needed
- Maintain inventory and ordering of animal food and shelter maintenance equipment and supplies according to approved budget
- Research and implement training techniques to address behavior issues of specific animals; including seeking advice and counsel from other staff members, professional dog trainers, veterinarians, or other experts

Client Relations

- Ensure that adoption policies and procedures reflect industry best practices and facilitate efficient placement of shelter animals into well suited adoptive homes
- Ensure potential adopters are provided with any and all applicable information regarding shelter residents and that they have adequate support when choosing an animal
- Establish and implement policies regarding owner/guardian surrender and/or stray animal intakes and that all necessary and pertinent information is collected from the client
- Work to establish a culture of nonjudgement and compassion among employees and volunteers towards shelter clients, including, but not limited to: adopters, owners in need of surrender services, stray animal finders, donors, and/or clients in need of pet owner support services

- Ensure all shelter visitors and callers receive excellent customer service while visiting the shelter regardless of their reason for visiting
- Oversee Front Desk or other shelter staff to ensure all visitor questions are answered and needed services are provided in a timely manner and according to established policies and procedures
- Remain prepared to step in to provide necessary client services at any time

Program Coordination

- Oversee shelter animal transfer program, including developing necessary policies and agreements related to the transfer in, or out, of shelter animals between established transfer partners
- Oversee shelter animal foster program, including development and implementation of necessary policies and procedures as required
 - Delegate and work collaboratively with appropriate program and shelter staff to ensure success of the program
- Oversee shelter animal behavior modification program.
 - Delegate and work collaboratively with appropriate program and shelter staff to ensure success of the program
- Provide oversight for Safety Net Programs related to shelter operations or programs of work.
 - Work collaboratively with other leadership staff to ensure the success of safety net programs: Compassionate Community, Community Cats, and Comfort Fund

Facility and Grounds

- Maintain building and grounds, including repairs, improvements and snow clearing. Perform regular maintenance on all facility systems including HVAC and smoke alarm, according to maintenance protocol.

Qualifications

- Be able to learn and practice all applicable safety rules and regulations.
- Be able to learn assigned tasks readily.
- Be able to deal tactfully and effectively with the public.
- Be able to acquire a working knowledge of state, county and city laws and ordinances relating to the care, treatment and regulation of animals.
- Be able to interact with dogs and cats and acquire a working knowledge of individual animals as well as of the various breeds of animals. Know positive reinforcement of behavior modification.
- Meet general appearance standards as defined for public contact work.
- Have basic computer skills, including experience with data bases and work processing programs.
- Be able to learn and follow MCPAWS' philosophy related to adoptions and surrenders, and show courtesy toward all clients, co-workers and volunteers.
- Be able to multi task in a sometimes fast paced and somewhat stressful environment.

Experience/Education

- Minimum three years' prior work experience in a related field, including one year supervisory/management level experience
- Associate or Bachelor's degree
- Previous experience in an animal shelter is preferred

- Work exposure to all aspects of a business enterprise, with experience in budgeting and financial reporting is preferred
- Past leadership and/or management experience is preferred

Knowledge/Skill/Ability

- Working knowledge of QuickBooks, Excel, and other computer software programs as needed
- Feel and express a genuine liking for animals and for working in an animal care environment.
- Must be able to work under the broad general administrative supervision of the Executive Director and to be able to use sound personal judgment in selecting methods, establishing priorities, and arriving at conclusions
- Deal intelligibly, pleasantly and efficiently with staff and clients on the telephone and in person, often doing several things at one time
- Be flexible in attitude and work habits
- Knowledge of techniques for safely and humanely handling and caring for animals
- Basic medical protocols for the treatment of animals including common pharmaceuticals used
- Ability to assist in the day to day operations of the animal shelter
- Prioritize and handle emergency/stressful situations
- Establish and maintain cooperative working relationships and a team spirit with staff, volunteers, and coworkers

Work Environment/Conditions

While performing this job, the employee is regularly exposed to wet and/or humid conditions, and noisy environment.

Position requires a prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping if the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data, using a computer keyboard. Additionally, the position requires near, far, and color vision in performing medical procedures and using the computer, and hearing is required when providing phone and counter service. The incumbent may be around animals that are agitated or injured that may attempt to bite or scratch. The need to lift and carry animals and/or records weighing in excess of 50 lbs. also is required.

Work Schedule

This is a 40 hour per week position and Flexible Work Schedule policy eligible. Employee may be required to work uncommon hours, overtime, and be subject to recall in emergency situations

Non-Discrimination Employment Policy

MCPAWS does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

Disclaimer Statement

The above is intended to describe the general content of, and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Position Description Acknowledgement Form

I have received a copy of the job description for my position:

Position: _____

Revision Date: _____

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Reviewed with employee by:

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by:

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.