

Brown County Humane Society Shelter Manager Job Description

Primary Purpose

To oversee, supervise and maintain efficient operation of the Brown County Humane Society's Animal Shelter.

Responsibilities

1. Ensure all tasks listed for Shelter Staff are completed as listed in the %Shelter Staff Job Description+.
2. Complete reports and schedules.
3. Account for vet services and adoption balances.
4. Monitor inventory of supplies, equipment and materials. Procure items as needed.
5. Maintain and compile intake and disposition figures for daily, monthly and yearly reports. Analyze trends and recommend actions to continue to improve identified key metrics.
6. Stay updated on state and national trends in animal sheltering and animal control.
7. Handle disputes or complaints from the public and work effectively with irate, emotional, and demanding persons.
8. Work with the Facilities Committee to ensure the maintenance schedule is followed and to provide for repairs and maintenance of shelter facility, furniture and fixtures as needed.
9. Ensure Animal Control Ordinance and Animal Control Services Agreement are followed.
10. Ensure courteous and timely response regarding e-mail and phone inquiries.
11. Oversee the population of animals to ensure a good variety for our customers. Work with other rescue groups and transports to move animals out of the shelter and coordinate the import of animals when appropriate.
12. Attend all required meetings (board meeting, shelter committee meeting, etc.).
13. Ensure MSDS documents exist for all chemicals in the building.
14. Ensure the Shelter Operations Manual is up to date.
15. Review, approve and turn in weekly timecards.
16. Ensure all donation/adoption receipts are turned in weekly to treasurer.
17. Demonstrate an attitude of consideration and courtesy to all members of the public, volunteers, coworkers and members of the board of directors.
18. Keep all shelter records orderly and updated.
19. Develop a budget for Shelter Operations and execute the approved budget.
20. Develop and maintain expertise in the use of the shelter software, Animal Shelter Net.
21. Work with the Shelter Marketing/Adoptions Committee to develop successful marketing programs for the shelter and shelter pets.
22. Oversee efforts to ensure all pets receive adequate enrichment to keep them happy and healthy.

23. Collaborate with Volunteer and Foster Coordinators and the Shelter Veterinarian to ensure both programs run efficiently and meet the needs of shelter operations.
24. Perform other duties as assigned or as needed.

Supervision

1. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
2. Supervise employees and delegate work assignments.
3. Interview and hire new employees under board's direction.
4. Evaluate requisite knowledge, skills and abilities for all positions to ensure that each staff member is adequately trained to perform tasks as assigned.
5. Plan, assign and direct work.
6. Appraise performance of staff as outlined in operations manual.
7. Recommend rewards or discipline for employees.
8. Address complaints and resolve problems.
9. Lead staff meetings on a regular schedule.
10. Provide timely feedback to staff.
11. Ensure employees are informed of policy and procedure changes.
12. Regularly assess staff morale and employ proactive intervention methods as necessary to ensure that employees are motivated to perform their best work.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

A. Knowledge/Skill/Ability

1. Two years of college or technical school preferred. High School diploma or GED required. Previous supervisory and customer service experience preferred. Two to four years animal welfare experience and/or training; or equivalent combination of education and experience is required.
2. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
3. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
4. Ability to effectively present information to top management, public groups, and/or boards of directors.
5. Knowledge of animal restraint and care techniques.
6. Ability to learn the applicable laws, ordinances and Animal Control rules and regulations.
7. Ability to communicate effectively orally and in writing
8. Ability to follow verbal and written instructions.
9. Ability to establish and maintain effective working relationships with subordinates, peers, supervisors and the public
10. Ability to exercise sound judgment in evaluating situations and in making decisions.

11. Computer proficiency.
12. Ability to maintain confidentiality regarding sensitive information.
13. Valid driver's license with good driving record and proof of automobile insurance.
14. Ability to accept feedback from multiple sources (Board, Staff, Customers), react objectively and adapt style accordingly.
15. Basic familiarity with social media to assist in animal marketing activities.
16. Experience solving complex organizational problems to include collecting data from relevant organizations and recommending a best practice approach.
17. Experience drafting policies to include collecting and evaluating data from multiple sources as well as consistent policy application.

B. Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. The employee must regularly lift, move and/or restrain up to 50 pounds.
2. Specific vision abilities required by this job include close vision for computer work. Adequate vision to see and recognize behavioral signals of animals that indicate fear, aggressiveness, etc.
3. The employee regularly performs strenuous manual labor.

C. Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

1. While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles; animal transmitted diseases; exposure to fractious, frightened, dangerous animals; mental and emotional stress from euthanasia; and continual contact with irate/emotional pet owners and victims.
2. The employee is regularly exposed to toxic or caustic chemicals.
3. The employee regularly works in precarious places and in outside weather conditions and is regularly exposed to wet and/or humid conditions.
4. The noise level in the work environment is usually loud.