



Oconee Regional Humane Society

Job Description Shelter Manager

MISSION AND VISION STATEMENTS: The Oconee Regional Humane Society (“ORHS”) is dedicated to bringing people and adoptable companion animals together for lifelong relationships through rescue and adoption programs, while reducing animal over population in our community through affordable spay/neuter programs. We envision a community where every adoptable cat and dog has a safe and loving forever home, and pet owners understand what it means to be responsible and compassionate for their companion animals.

POSITION OVERVIEW:

The Shelter Manager position is an *exempt* position, responsible for:

- Implementing and setting best practices that align with the strategic goals of the organization
- Developing and leading an effective team to promote the organization’s mission
- Hiring staff and supervising both staff and volunteers to assure all animals are afforded a humane and compassionate environment
- Maintaining a high-level of customer service both internally and externally
- Complying with policies and procedures that align with community needs and government requirements.

JOB SUMMARY:

The Shelter Manager will maintain a safe and healthy environment for animals, staff and the public and create a structured team environment dedicated to the excellence and success of our organization. This position performs in accordance with the organization’s expectations for animal care, teamwork, interpersonal relationships and actively provides leadership in improving service delivery, communication, and consistency. Supports and assists in all areas of operations.

This is a full-time position and flexibility around hours is imperative. Additional hours will be requested on occasion, as necessary to support all Shelter operations and fundraising efforts.

KEY RESPONSIBILITIES

Staff and Volunteers

- Supervises and oversees the work of the Staff and Volunteers in compliance with ORHS SOPs
- Interviews, hires, evaluates, and if necessary, terminates staff in coordination with Board
- Ensures new hire orientations, evaluations, performance improvement plans, documentation and employment terminations are performed in accordance with current policies in the Employee Handbook
- Ensures Shelter staff maintains required training

Shelter and Facility Operations

- Monitor and assist in facilitating transfers to and from other facilities
- Collect and present program data to Board designee on an ongoing basis
- Responsible for Shelter Operating Budgets, and provide budget recommendations and project estimates



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- Review / update / maintain SOPs for shelter operations with staff
- Manage curriculum used for training throughout the shelter
- Maintain files and records and ensure that staff keeps accurate animal medical records.
- Ensure a healthy, safe shelter environment for animals and people
- Ensure security system is working properly
- Ensure timely waste removal
- Maintain Shelter Facility and Equipment

Animal Care and Feeding

- Provides care such as vaccinations, blood draw, deworming, bathing, nail trims, etc.
- Coordinate with program managers in making decisions about food consumption and ongoing treatments
- Oversee, evaluate, and implement medical treatments and diagnostics
- Stay current on national trends in animal sheltering

KNOWLEDGE, SKILLS, & ABILITIES

Building effective teams	Decisiveness
Conflict resolution	Motivating others
Ethics and values	Managing vision and purpose
Process management	

QUALIFICATIONS

- Associates degree and 3-5 years shelter experience. Bachelor's degree preferred
- 5 years of professional experience working with animals in a kennel, shelter, or veterinary hospital
- Three years of supervisory management experience
- Excellent communication, public relations, and written skills
- Intermediate level computer skills using standard Microsoft Office programs such as Word, Excel, PowerPoint as well as Google applications required. Experience with PetPoint© systems preferred
- Ability to function as a team member. Ability to build and lead a team
- Ability to manage multiple projects in various stages of development, each with a unique timeline

PHYSICAL DEMANDS & WORK ENVIRONMENT

- Ability to communicate clearly and effectively in English
- Ability to restrain animals in a safe and appropriate manner
- Ability to lift and/or move up to 50 pounds
- Ability to clean kennels and deal with offensive odors
- Ability to sit, talk, hear, stand, walk, reach, climb and balance, stoop, kneel, crouch and crawl
- Ability to work with others in a fast-paced, sometimes stressful environment to accomplish goals
- Valid driver's license
- Ability to work independently as well as with others
- Maintain a positive attitude and management style
- Excellent customer service and the ability to set an example for other staff on polished, positive interactions with the public and others



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DISCLAIMER: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.