

Shelter Manager (Evans, CO Location)

Job Title:	Shelter Manager
Department:	Shelter - 02
Job Classification:	Full time, salary, exempt position.
Job Relationships:	<p>Reports directly to the Associate Director of Operations and indirectly to the Director of Operations. Directly supervises Shelter Supervisors and provides management oversight of the Client Services and Animal Care teams.</p> <p>Works with Behavior, Veterinary Services, Foster and Transfer, the Development Department and other members of the Organization as well as Animal Protection and Control and police jurisdictions.</p>
General Purpose:	<p>Manages the daily operations of the shelter including the client services and animal care departments. The position directly supervises departmental supervisors and indirectly supervises more than twenty (20 staff). This is a working management level position and includes performing the duties of direct reports routinely and in their absence.</p>

The Shelter Manager is responsible for the daily operations of the shelter including client services and animal care staff. The position manages two (2) or more supervisor-level staff members directly and more than twenty (20) staff members indirectly. Ensures appropriate training and development for department staff and applicable volunteers. Participates in management and supervisory meetings. This is a key position responsible for the smooth operation of the Shelter. The schedule for the position is generally Sunday through Thursday or Tuesday through Saturday with evenings, nights, weekends, on-call and holidays as required. This position is based at our Evans campus and will regularly work and travel to all of the Organization's campuses as well as offsite locations.

Essential Duties/Responsibilities:

Shelter Operations

- Manages and supervises Shelter supervisors directly and the animal care and client services teams indirectly. Assists with management coverage of other shelter locations as needed
- Identifies and ensures appropriate training and growth opportunities for team members
- Responsible for understanding all functions and tasks within scope of responsibility
- Serves as primary escalation point for Supervisors and Coordinators within Department
- Ensures adequate shelter department staffing; participates in all employment issues including hiring, performance reviews, disciplinary actions, recognition, scheduling, payroll approval and more
- Participates in census management and routing decisions; ensures that animals are being appropriately routed; signs off on daily euthanasia list and ensures list approval coverage in his/her absence
- Creates euthanasia schedules and works with veterinary services regarding implementation of euthanasia training for staff. Performs euthanasia and is responsible for Shelter Department euthanasia drug inventory and ordering
- Orders shelter materials, ensuring that adequate inventories of Shelter supplies, food, shelter medical supplies, etc. are always on hand
- Coordinates and manages adoption events, on and off site, and serves as primary contact for animal-related events
- Ensures department personnel are trained in safe work practices and personally models safe work practices
- Participates in Shelter Team, Management meetings and other relevant meetings including Safety Team, and more. Attends other meetings as required
- Represents the Organization in groups related to strategic external collaborations including Colorado Front Range Operations, Northern Colorado Regional Animal Welfare Coalition and more
- Performs duties of direct reports and their respective staff members as needed and serves as backup for the Associate Director of Operations
- Serves as a primary member of the Emergency Response Team
- On call for emergency and coverage situations
- Oversees applicable external volunteer relationships (i.e.: Community Service Volunteers, other)

- Models the Standards of Professional Conduct and consistently meets attendance and punctuality expectations
- Builds and maintains Organization-wide relationships, actively supports decisions of management and works collaboratively within the Organization through communication, cooperation and information sharing
- Actively participates in the development of standard operating procedures in accordance with Organizational expectations
- Assists with compliance with all Federal, State and local animal care and sheltering requirements (PACFA, DEA, OSHA)

Budgeting/Financial Management

- Participates in the development of annual plans and Shelter budget and monitors expenditures
- Participates in strategic planning

Other Duties/Responsibilities:

- Develops and maintains strong working relationships with other departments including Animal Protection and Control agencies, Marketing, Humane Education, Volunteer Program, etc. to promote teamwork, communication, and to achieve organizational goals.
- Performs other duties as assigned

Job Qualifications:

Education/Experience: Minimum of a bachelor's degree or equivalent applicable professional work experience; A minimum of two (2) years previous supervisory experience in an animal shelter, or similar animal welfare organization, required. Minimum of two (2) years staff management of 6 or more people required. Multi-department management experience required including direct management of department supervisors. Two (2) years working with the general public in a customer/client focused position required. Proven personnel training and department staffing and budgeting experience required. Experience hiring, training, scheduling, and evaluating staff required. Previous experience with Chameleon software, or other animal shelter software, highly desired. Previous euthanasia experience a plus. Bilingual English/Spanish reading, writing, speaking and understanding a plus and includes a wage premium.

Knowledge: Knowledge of animal health, care and welfare; Strong animal handling skills; Knowledge of animal breeds and colors; Knowledge of animal behavior and enrichment; Knowledge of, and experience with, non-domestic animals including exotics and more.

Skills: Solid computing skills (Microsoft Office environment); Effective written and verbal communication skills; Public speaking; Strong organizational and customer service; Excellent interpersonal communication. Emotional intelligence, work ethics and integrity skills.

Abilities: Able to exercise good judgment when dealing with personnel, client, animal and management issues; Able to work with, and to see and hear, animals; Effective record keeping ability; Able to work independently and in a team setting; Able to maintain composure in stressful and emotional work situation. Able to use sound judgment when dealing with confidential information; Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment. Proven ability to learn specialized software. Ability to work a varied scheduled including on call. Proven ability to perform euthanasia.

Other: Must be at least 21 years of age; Valid Colorado Driver's License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards; Willing to perform euthanasia of animals and to become euthanasia and vaccination certified upon hire. Willing to be rabies vaccinated and have intermittent titer testing.

Working Conditions:

Work Environment: Most work is performed in normal shelter setting; potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals; exposure to cleaning products; exposure to various weather conditions when working outside. Exposure to clients showing a wide range of emotions including hostility.

Physical Activities Include: Must be able to lift and carry 50 pounds without assistance and heavier amounts with assistance. Potential for standing, walking and sitting up to eight (8) or more hours a day; listening and verbally speaking on the telephone and

in person; scrubbing and mopping; sitting at a desk; performing repetitive data entry; driving on behalf of the Organization; bending, squatting, cleaning; performing physical examinations on animals; animal restraint; handling syringes and needles.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.