



ANIMAL SHELTER MANAGER JOB DESCRIPTION

Job Title: **Animal Shelter Manager**

Job Code: **AN100**

Pay Grade: **124**

Effective Date: **October 2007**

FLSA: **Exempt**

Revision Date: **October 2007**

NATURE OF WORK

Under limited supervision, provides leadership, direction, and administration of Lewis County Animal Shelter operations. The position is responsible for supervising staff, planning, training, property management, animal health, public safety, educating the public, customer service, budget management, promotion of positive animal welfare issues, and performing related administrative functions.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Supervises, trains, and evaluates staff; assigns tasks, and offers technical assistance and guidance as necessary; ensures that all safety rules and regulations are observed; supervises and inspects projects and special assignments to assure work quality and timely accomplishment of assigned duties.
- Develops and maintains collaborative working relationships with local, state and regional agencies, special interest groups and other relevant animal care, animal management and rescue stakeholders.
- Instructs staff in the proper maintenance of facilities and use of equipment; monitors operations and enforces compliance to County policies, procedures, standards, and state regulations and code.
- Operates Animal Shelter in accordance with all laws, ordinances, and established procedures; ensures safe and sanitary conditions in the animal shelter.
- Evaluates animals for survival and adoptability; euthanizes animals as necessary.
- Coordinates with veterinarians regarding specific animal health issues; oversees pet adoption preparatory procedures, special treatments, and scheduling of spay/neuter surgeries.
- Develops and directs a robust and ongoing marketing plan utilizing various forms of social media and media venues to generate publicity and optimize the number of animals successfully adopted out of the Shelter's care.
- Develops policies and procedures; consults with administration on policy development and such personnel actions as hiring, termination, and discipline and obtains final approval for such personnel issues as well as policies.
- Researches and remains abreast of new or improved policies, procedures, practices, and equipment for use

in animal shelter facilities and makes recommendations for adoption or procurement.

- Researches and pursues various non-budgeted funding opportunities, such as grants, partnerships, donations, and cooperative agreements to expand the effectiveness of adoptions, outreach, animal care, and similar programs.
- Coordinates a variety of administrative activities, including employee scheduling, payroll reporting, and report processing; orders materials and supplies and manages inventory; reviews and approves invoices; monitors cash handling procedures; oversees budget and expenditures.
- Regulates the access to and usage of all controlled substances utilized at the Shelter and maintains accurate records to meet regulations of the Federal Drug Enforcement Agency and Washington State Board of Pharmacy.
- Prepares monthly billing to incorporated governments; prepares monthly and year end reports.
- Provides information and assistance to visitors; assists customers with information, referrals, and adoptions; explains County policies and procedures.
- Responds to complaints and requests for information; researches files and records; refers matters requiring policy interpretation to supervisor for resolution.
- Provides on-call support and responds to shelter emergencies.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in an office and the Lewis County Animal Shelter; work involves moderate physical demands and lifting of objects up to 60 pounds; must maintain a level of physical fitness to meet Department standards.

EMPLOYMENT STANDARDS:

Associate's degree in animal science, business, or related field, and five (5) years of experience in animal shelter operations and management or a related field, and three (3) years supervisory and leadership experience, or an equivalent combination of education and experience.

A valid driver's license is required; must complete first aid/CPR training programs and pass a background investigation. Specific technical training and certifications are required, including legend drug and chemical capture certification. Must be able to obtain both Washington State Department of Health and United States Drug Enforcement Administration licenses for schedule 2N controlled substances.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Federal, state and county laws, statutes, and ordinances relating to the control, protection, licensing, impounding, and disposal of animals, including Revised Code of Washington Title 16, and Lewis County Code section 6.05.
- Principles and processes for providing customer service. This includes setting and meeting quality standards for services.
- Controlled substance regulations and inventory control procedures of the Federal Drug Enforcement Agency and Washington State Board of Pharmacy.
- General animal care and control practices, legal liabilities, and animal capture and restraint techniques.

- Disease symptoms and reporting requirements for rabies control and other common animal disease.
- Basic familiarity with social media to assist in animal marketing activities.
- Principles of record keeping and records management.

Skills in:

- Handling disputes or complaints from the public and the ability to effectively manage irate, emotional, and demanding persons.
- Promoting and enforcing safe work practices.
- Assessing and prioritizing multiple tasks, projects and demands.
- Evaluating, analyzing, and identifying problems, and recommending effective solutions.
- Supervising staff and delegating tasks and authority.
- Controlling, containing, and transporting sick, injured, and dangerous animals.
- Identifying various types of animals, abnormal behaviors, and symptoms of animal diseases.
- Exercising patience, care, and compassion in dealing with animals.
- Care, maintenance, and safe operation of a variety of specialized animal restraint tools and equipment.
- Maintaining accurate records.
- Entering data into a computer system with speed and accuracy.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships with internal and external colleagues, staff, partners, customers, and the public.
- Communicating professionally and effectively verbally and in writing.