



Humane Society of Weld County Job Description

Job Title: Shelter Manager
Reports To: Director of Operations
FLSA Status: Full-time (Salary, Exempt)
Effective Date: March 2023
Starting Salary: \$50,000/annually

POSITION SUMMARY:

The Shelter Manager is responsible for the daily operations of the shelter and internal systems, implementation of policies and procedures, and management of shelter staff, including animal care staff and intake. This position provides leadership, oversight, supervisory authority, and long range planning to ensure all areas are operating at the highest standard possible and implements standard operating procedures for sanitation and overall best cleaning and welfare practices for the health of the animals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee daily rounds to monitor animal health, collect animal census, manage animal inventory, and review space allocation; ensure plans for specific animal needs are being developed and followed; ensure exceptional care is provided to all shelter animals at all times.
- Direct and monitor all aspects of the handling of shelter animals, including care, feeding, cleaning, enrichment, behavioral assessment, animal flow and illness reporting/monitoring; monitor the maintenance, cleanliness and sanitation of equipment, and all areas of the shelter.
- Ensure movement of animals through overseeing intake and population management, keeping animal flow efficient but individualized based on the animals' needs.
- Supervise operations staff, including Population Management, Animal Care and Intake; responsible for hiring, firing, coaching, performance evaluations for operations staff; responsible for ensuring all operations staff are adequately trained in all functional areas; provide ongoing training opportunities for staff.
- In combination with the Foster and Volunteer Coordinator, engage and assign volunteers to assist with shelter needs.
- In conjunction with the VP of Operations, create, revise and uphold policies and procedures related to animal handling, care and cleaning and all functional areas of the shelter.
- Ensure accurate recordkeeping for all animals entering/departing the shelter, including intake, behavioral, medical, stage and location information; ensure all hardcopy files are retained for the proper timeframe.
- Coordinate shelter transfers as needed, including communication with transfer partners, preparation of related records/paperwork, tracking of transfer requests and transportation arrangement.
- Work in conjunction with behavior and enrichment staff to develop behavioral assessment protocols, enrichment protocols for animal care staff and volunteers and animal handling training for staff and volunteers.
- In conjunction with management staff, ensure that the shelter is PACFA and OSHA compliant.
- Work in conjunction with the medical staff to ensure that medical needs are identified, animals are receiving timely medical and surgical care and that treatments are being performed in accordance with HSWC's policy, mission, and resources.



- Ensure shifts are staffed with an appropriate number of staff; prepare and issue work schedules and duty assignments of employees.
- Conduct meetings with staff to review procedures, discuss workplace issues; share ideas to improve animal care, the customer service experience and the organization in general.
- Collaborate with the Executive Director and VP of Operations to develop long-range programs and regularly review and update policies and procedures.
- Perform euthanasia as needed.
- Ensure that the public receives accurate information and excellent customer service; provide employees with guidance in handling difficult/complex situations and resolve escalated complaints or disputes.
- Interact with the public in a positive manner assisting them with any information or help they may need.
- Responsible for cash reconciliation at the close of business.
- Any other duties as may be assigned by the VP of Operations and Executive Director.
- Regular and predictable attendance is required.

QUALIFICATIONS:

- Three to five years related management experience in a high volume shelter environment is required; a combination of a Bachelor's degree in a related field may substitute for some experience.
- Euthanasia certification required, or ability to acquire within 90 days.
- Valid Driver's License and ability to gain coverage through our motor vehicle insurance is required.

KNOWLEDGE, SKILLS AND ABILITIES:

- A positive outgoing compassionate individual with hands on ability, excellent proven organizational, management and leadership skills, and dedication to ensuring best practices are followed.
- Genuine passion for and commitment to animal welfare is required.
- An extremely high level of attention to detail is required.
- Proficiency in Microsoft Word, Excel and Outlook is required.
- Excellent verbal and written communication skills are required.
- Excellent management and team building skills are required.

MENTAL/PHYSICAL DEMANDS:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. In performing the duties of this job, the employee is occasionally exposed to fumes, airborne particles and zoonotic diseases. The environment is moderately loud and the worker may be exposed to animal bites and/or scratches.
- 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. An employee must frequently lift and/or move up to 50 pounds without assistance. An employee must handle dogs, cats, small mammals and birds. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception and ability to adjust focus while performing the duties of this job. The employee is regularly required to stand; walk; use hands



to finger; handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl and taste or smell.

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time, with or without notice.