



## Humane Society of Sonoma County Job Description

<b>Job Title:</b>	Shelter Operations Manager	<b>Location:</b>	Santa Rosa
<b>Department:</b>	Animal Care	<b>Hours:</b>	40 hrs/wk
<b>FLSA Classification:</b>	Full-time, exempt	<b>Reports To:</b>	Director of Operations

### SUMMARY

The Shelter Operations Manager (SOM) is responsible for managing our shelter population; taking into consideration the needs in our community, the available resources in our shelter and the humane treatment of animals under our care. This position works alongside our Veterinary Medical team, and provides direct supervision of the Admissions Department, Animal Care program, Foster program, Behavior and Training program, and the HSSC Volunteer Program to ensure smooth and efficient movement of animals from intake (stray, owner surrender, transfer) to adoption. The successful candidate will be focused on developing processes and procedures which help the Humane Society of Sonoma County operate within its capacity for care, and will have an understanding of "fast track, slow track" methodology. The SOM is keenly focused on minimizing animal length of stay. This is a working management role.

Manages the proper utilization of inventory. Ensures quality animal care, shelter cleanliness and excellent customer service. Ensures quality programming that is in accordance with HSSC's mission, goals, management and resources. Is responsible for managing budgets

### DUTIES AND RESPONSIBILITIES

- Develops, implements and monitors programs to maintain and improve the standards of humane animal care and customer services to the animals and the community. Ensures quality of programs and services are in accordance to HSSC's procedure and philosophy. Develops and implements program enhancements to ensure the continued growth and progress in relation to annual and future goals.
- Directs and monitors all aspects of the constant humane treatment and handling of sheltered animals. Reviews policy and monitors aspects of shelter care, including behavioral programs, cleanliness, feeding, housing, and space use. Ensures accurate recordkeeping and maintains quality control.
- Manages shelter animal population, and orchestrates staff to manage the efficient flow and welfare of the shelter's population. Evaluates and minimizes animal length of stay.
- Lead weekly "rounds" with other managers. Works with the management team to ensure that animals are receiving timely medical and surgical care, behavior evaluations and foster opportunities. Manages intake and housing based on the shelter's capacity for care.
- Monitors statistics on animal population. Analyzes statistical data to develop new strategies and identify trends.
- Collaborates with departments, campuses, and organizational leadership to maintain alignment of people, processes, and team functions.
- Hire, train, and be a motivating mentor to staff.
- Assists in managing and prioritizing tasks.
- Manage and supervise volunteers in collaboration with department managers and Volunteer program coordinator.
- Initiate and set goals for programs based on the organizations strategic objectives.
- Participates in setting and adhering to department budgets.

- Provides compassionate leadership to shelter staff.
- Along with the Director of Veterinary Services, develops and updates protocols for proper disinfection and infectious disease prevention. Manage disinfection and housing for disease exposure or outbreak response.
- Leads staff discussions regarding placement decisions, behavior plans, and other animal-related concerns. Participates in discussion about, and decisions on euthanasia.
- Meets with the Executive Director regularly.
- Sustain the environment that all protocol, policies and procedures are implemented and maintained at the site with the proper training and written documentation for all staff and volunteers. Focus on the financial health of the organization by maximizing revenue and controlling costs by managing people, systems, and resources.
- Create a climate in which staff is engaged and motivated to be an essential part of the organization. Exemplify the HSSC's core values throughout your leadership. Demonstrate by personal example the desired standards of conduct and work performance. Foster an environment of cooperation and team work.

## **QUALIFICATIONS**

- Bachelor's degree and a minimum of three years management experience, including budgetary and staff supervision, in animal welfare or a similar field, preferably a not-for-profit or an animal welfare organization. Previous experience may be accepted in lieu of a degree where appropriate
- Knowledge and experience in animal care, training, handling and husbandry in a shelter setting.
- Proven ability to communicate effectively orally and in writing.
- Strong organizational, planning, and critical thinking skills.
- Demonstrated ability to gather and analyze facts, devise solutions and implement plans.
- Excellent interpersonal and supervisory skills.
- Ability to work well under pressure and in intense and emotional situations on a daily basis.
- Integrity and honesty in dealing with all facets of position.
- Must be able to lift at least 50 lbs.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job the employee is required to sit, stand, and walk; bend, reach, stoop, kneel, squat, and crawl; use finger, handle, or feel objects; reach with hands; talk and hear; climb or balance. The employee must be able to lift, move and carry objects and animals up to 50 pounds. Use of arms above the shoulder is sometimes required. Must be able to do computer work for blocks of time. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Work environment:**

The employee is generally working in both a shelter and office environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), chemicals, cleaning agents, and facility machinery.

## **NOTES**

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

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Employee Name

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Manager Name

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Signature

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Signature

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Date

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Date

