

	Volunteer Job Description	Number of Positions: 1
	Shelter Operations Manager	

Summary: The Shelter Operations Manager is responsible for daily Shelter Operations.

Duties and Responsibilities:

1. Manage the Adoption Center facility:
 - a. Recommend and manage suppliers, equipment, food, and other shelter supplies; ensures Adoption Center equipment is in working order.
 - b. Interact and coordinate with building manager to ensure facilities meet the needs of Shelter Program residents.
 - c. Recommend protocols to ensure Shelter Program protocols exceed MN Kennel Rules set by the MN Board of Animal Health.
 - d. Review cleaning and maintenance protocols; ensure facility meets or exceeds established standards
 - e. Manage and approve keys/key holders for Adoption Center access.

2. Work with the adoption and marketing teams to identify strategies for reducing length of stay (for the adoptable population), increasing adoptions, marketing specific cats, etc.:
 - a. Interact with Shelter Photographer to ensure cats are photographed as soon as they are acclimated to the environment.
 - b. Identify cats needing biographies; approve cat biographies and ensure biographies are entered into RescueGroups database.
 - c. Oversee the uploading of images, video and other entries as necessary into RescueGroups database.

3. Consult with lead socializer regarding cat placements; interact, plan and coordinate with socializers; ensure proper kenneling and roaming configurations.

4. Monitor Shelter cat adoptions and follow up:
 - a. Review weekly adoptions; ensure follow up calls are scheduled and adoption questions answered.

5. Manage and supervise Shelter employees and volunteers:
 - a. Manage Shelter Program volunteer coordinators (adoption, supply, intake, medical, data), shift leads, socializers, caregivers.
 - b. Identify caregivers suited for promotion to shift lead.
 - c. Manage office/clerical volunteers:
 - i. Manage data entry volunteers and ensure RescueGroups data entry is accurate and to established standards.
 - ii. Supervise Shelter Office Manager.

6. Oversee the Shelter procurement process
 - a. Consult with Shelter Supply Managers to ensure efficiency and economy of scale for food and other supplies.
 - b. Places food orders for Shelter Program residents.

7. Perform and/or oversee administrative and managerial functions
 - a. Interact and coordinate with:
 - i. Foster Program Director and Outreach Program Director as necessary to maximize resources.
 - ii. Shelter Medical Coordinator
 - iii. Shelter Data Coordinator
 - iv. Executive Director
 - b. Participate in decision making in the areas of staffing, budget, capital improvement, strategic planning recommendations, etc.

Job Requirements:

- Shelter operations background/experience.
- Volunteer supervisory experience.
- Ability to multi-task.
- Experience with office protocols and general management principles.
- Experience with developing and managing budgets.

Work Environment and Commitment

- Position requires a minimum of 15 hours per week. 90% of duties are performed on-site and candidate should be at the shelter a minimum of 5 days per week.
- Work is subject to frequent interruption.
- Subject to work weekends and holidays.
- May include frequent bending, reaching, squatting and kneeling required while performing job function.
- Must be able to lift a minimum of 50 pounds.
- Exposure to cleaning agents and allergens.
- Exposure to zoonotic disease.
- Subject to exposure of dangerous and fractious animals, animal bites and scratches.