

	Employee Job Description	Number of Positions: 1
	Shelter Operations Manager	

Summary: The Shelter Operations Manager is responsible for all facets of Feline Rescue (FR) daily shelter operations.

Position Supervised by:

Executive Director

Duties and Responsibilities:

1. Manages the Adoption Center facility:
 - a. Interacts and coordinates with Facilities Manager to ensure physical facilities meet the needs of Shelter program residents. Ensures Adoption Center equipment is in working order.
 - b. Recommends procedures and processes to ensure shelter program protocols exceed MN Kennel Rules set by the MN Board of Animal Health.
 - c. Reviews cleaning and maintenance protocols; ensures facility meets or exceeds established standards and animal welfare best practices.
 - d. Manages and approves keys/key holders for Adoption Center access.

2. Works with the adoption and marketing teams to identify strategies for reducing length of stay (for the adoptable population), facilitating the adoption process, marketing specific cats, etc.:
 - a. Interacts with shelter photographer to ensure cats are photographed as soon as they are acclimated to the environment.
 - b. In conjunction with feline integration specialist, identifies cats needing biographies; approves cat biographies and ensures biographies are entered into program database.
 - c. Oversees the uploading of images, video and other entries as necessary into FR database.

3. Consults with intake coordinator and feline integration specialist regarding cat placements; interacts, plans and coordinates with feline integration specialist and socializers to ensure proper space allocation and configuration.

4. Monitors shelter cat adoptions and follow up:
 - a. Reviews weekly adoptions; ensures follow up calls are scheduled and adoption questions answered.
 - b. Ensures intake and adoption voicemail and email responses are provided within 24-72 hours. Follows up on escalated messages.
 - c. Ensures program database is updated to reflect intake, adoptions and returns.
 - d. Ensures Shelter Animals Count, St. Paul Ordinance, and required grant reporting statistics are compiled, accurate, and reported.

5. Manages and supervises shelter employees and volunteers:
 - a. Manages shelter program coordinators (adoption, supply, intake, data), shift leads, socializers, and caregivers.

- b. Manages office/clerical volunteers:
 - i. Manages data entry volunteers and ensure FR data entry is timely, accurate, and to established standards.
 - ii. Supervises shelter office manager.
 - c. Identifies caregivers suited for promotion to shift leads; assists in training and mentoring of lead caregivers.
 - d. Coordinates with the FR Volunteer coordinator to resolve volunteer HR challenges.
6. Oversees the shelter procurement, inventory management, and in-kind donation processes.
 - a. Recommends and manages suppliers, equipment, food, and other shelter supplies;
 - b. Consults with both program supply managers to ensure efficiency and economy of scale for food and other supplies.
 - c. Ensures flow through of in-kind donations either by FR programs, community, or other animal welfare agencies.
 7. Performs and/or oversees administrative and managerial functions
 - a. Interacts and coordinates with:
 - i. Foster program director and Outreach program director as necessary to maximize resources.
 - ii. Program Medical Coordinator
 - iii. Shelter Data Coordinator
 - iv. Volunteer Coordinator(s)
 - v. Executive Director
 - b. Participates in decision making in the areas of staffing, budget, capital improvement, strategic planning recommendations, etc. Manages the shelter budget.
 8. Monthly board meeting attendance and reporting.
 9. Performs additional duties as required

Job Requirements:

Knowledge, skills, and experience necessary to perform essential job duties:

- Demonstration of FR core values on and off duty
- Bachelor's degree in a relevant discipline
- Minimum of five years of management experience supervising >25 subordinates including employees and volunteers.
- Minimum of two years of experience supervising volunteers.
- Shelter operations management background/experience a plus
- Ability to work with minimal supervision
- Demonstrated ability to communicate effectively both orally and in writing
- Excellent interpersonal skills and flexibility in dealing with stakeholders of all types.
- Excellent organization skills
- Ability to multi-task
- Experience with office protocols and management principles

- Proficient computer skills to include Microsoft Office software including Excel, Word, and Outlook
- Experience developing and managing budgets
- Inventory management experience

Work Environment:

- The Shelter Director is a full-time, exempt position.
- The individual performing this job may be required to work more than eight hours in one day or more than 40 hours in one week.
- Work will be performed in an office and cat shelter setting.
- Work is subject to frequent interruption.
- Schedule will include some evenings, 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.