

	Employee Job Description	Number of Positions: 1
	Shelter Operations Manager	

Summary: The Shelter Operations Manager is responsible for the well-being, enrichment, and safety for all shelter cat residents and the general operations and cleanliness of the Adoption Center building. Works in partnership with the Veterinary Director and Medical Coordinator to:

- Collaborate with Advisory Committee and Veterinary Director to develop and regularly review and update shelter standards, procedures, and guidelines assuring compliance with the mission of Feline Rescue, Inc. (FR) and state and federal shelter health and practice act guidelines.
- Share weekend and holiday on call rotation including communications from the shelter concerning but not limited to animal emergencies, quarantines, and other urgent matters.
- Assist with staff training to build awareness and skill in the areas of cat care, shelter health and operations, internal and public communications, and cohesive team building.

The Shelter Operations Manager will maintain effective working relationships with other program management and the administrative team, and facilitate cohesive and supportive collaboration between program leadership, volunteers, and community partners building confidence and teamwork among those involved.

Position Supervised by:

Veterinary Director

Duties and Responsibilities:

General

1. Responsible for the well-being, enrichment, and safety for all shelter cat residents.
2. Responsible for the daily care, maintenance, cleanliness, and sanitation of cat resident rooms and kennels, including intake, adoptions, and recovery.
3. Works effectively with Medical Coordinator to integrate animal care throughout the shelter.
4. Meets with the Medical Coordinator and Veterinary Director on a weekly basis to review operations, priority care plans, recognize accomplishments, and work together to build a cohesive shelter care team. Collaboratively reviews reports, procedures, resolves open issues, and discusses strategies for a positive and productive work environment.
5. Manages cat safety assessments in collaboration with the Intake Coordinator(s), Feline Integration Specialist, and Medical Coordinator prior to placement on the adoption floor.
6. Collaborates, plans, and coordinates with Feline Integration Specialist and Socializers to ensure proper space allocation and configuration.
7. Maintains kennel records and kennel cards that include recording of daily cat population in each resident area.
 - a. In conjunction with the shelter staff, insures the recording of spay neuter status, vaccination, current health observations, treatment records and behavior records.
 - b. Collaborates with applicable staff and volunteers to ensure photographs and biographies are completed and uploaded for all residents to established standards.
8. Supervises intake and adoption processes and relevant follow up.
9. Ensures that the public receives friendly prompt service and accurate information.

10. Performs other duties as assigned.

Staff Supervision:

1. Responsible for the daily supervision of Shift Leads, shelter program coordinators (adoption, data, intake, supply), and the Feline Integration Specialist.
2. Under the authority and direction of the Veterinary Director and in cooperation with the Medical Coordinator:
 - a. assists Medical Caregivers, Shift Leads, and Shelter Caregivers to monitor the general health of shelter animals to insure disease prevention and timely medical care.
 - b. instructs staff to relate concerns to Medical Coordinator or Veterinary Director regarding specific cats and insures veterinary instructions are carried out by appropriate staff.
 - c. assures that policies and procedures are followed by shelter staff providing regular, on-going feedback, and timely updates to the Volunteer Coordinator and Veterinary Director.
3. Prepares shelter staff assignments, schedules and rosters to meet shelter and each individual shift needs.
4. Supervises office/clerical volunteers to ensure timely accurate data entry and office supply management.
5. Responds to complaints and feedback regarding staff, volunteers, visitors, adopters, and the general public. Assists Veterinary Director with resolution of challenging situations.

Procurement, inventory management, in-kind donation processes.

1. Recommends and manages suppliers, equipment, food, and other shelter supplies;
2. Consults with program supply managers to ensure efficiency and economy of scale for food and other supplies across all programs.
3. Ensures flow through of in-kind donations to FR programs, community, or other animal welfare agencies.

Administrative/Management

1. Manages customer service situations. Quickly and appropriately notifies the Veterinary Director and Executive Director of situations that are not easily and immediately resolved.
2. Ensures shelter management software data entry is accurate, complete, and to established standards providing applicable weekly, monthly, and quarterly reports as assigned.
3. Works promptly and collaboratively with the Medical Coordinator, Veterinary Director, Volunteer Coordinator, and Advisory Committee.
4. Interacts in a positive and professional manner to further the goals and mission of FR, realizing admin staff are all reliant on each other to meet FR's mission and goals.
5. Develops and maintains cooperative work relationships with all program staff, volunteers, and rescue groups.
6. Participates in decision making in the areas of staffing, standards, procedures, and guidelines, budget, capital improvement, strategic planning recommendations, etc. Manages the shelter budget.
7. Investigates incident reports as assigned by Veterinary Director or Executive Director.
8. Coordinates with Facilities Manager to ensure physical facilities meet the needs of Shelter program residents. Ensures Adoption Center equipment is in working order.

9. Participates in monthly staff meetings to review procedures, share ideas to improve animal care and well-being, identify positive staff recognition, and to resolve open workplace issues, encouraging staff involvement in the FR mission.
10. Participates in monthly program leadership meetings to ensure organizational transparency and collaboration.
11. Monthly board meeting attendance and program reporting.

Job Requirements:

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

- Demonstration of FR core values on and off duty
- Must have strong interpersonal skills, effective written and oral communication skills, and the ability to communicate and work well with a variety of people associated with the shelter and other FR programs including administrative staff and volunteers.
- Demonstrated management skills and experience to include training methods, motivation and decision making techniques. Skill in mediating disputes, conflicts and grievances. Ability to train and effectively direct shelter staff activities resulting in positive team work.
- Preference will be afforded to candidates with a hands-on shelter operations management background/experience.
- Ability to build alliances with community organizations and agencies. Ability to establish and maintain effective working relationships with local, state and national animal welfare organizations
- Proficient computer skills to include Microsoft Office software including Excel, Word, PowerPoint, and Outlook
- Inventory management experience

Work Environment:

- 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. Schedule will include evenings, weekends, and holidays.
- Work will be performed in an office and cat shelter setting.
- Work is subject to frequent interruption.
- Work may include frequent bending, reaching, squatting, kneeling, and carrying objects and cats of moderate weight 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 loud/frequent noise
- Subject to exposure of dangerous and fractious animals, animal bites, and scratches.