

Animal Shelter Manager



General Summary of Classification:

Manages the day-to-day operations of the County's Animal Shelter; determines the final disposition of animals under the temporary care of the Shelter; supervises assigned staff, and ensures all staff are well trained and perform tasks; ensures the Shelter is compliant with all regulatory requirements and maintains a current working knowledge of best practices; collaborates with a wide variety of internal and external stakeholders to promote the efficient operations of the Shelter; performs related work as required.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Supervises an assigned staff with assistance from a lead worker to ensure all Shelter staff are fully and correctly trained to feed, handle and provide appropriate care for the animals at the Shelter, ensures staff can accurately identify animal health issues, identify and provide appropriate treatments and rehabilitative care, including under a veterinarian's direction, and ensures staff comply with local, state and federal regulatory requirements related to the operation of an animal shelter in the Commonwealth of Virginia pursuant to State code and local ordinance;
- Develops and directs a robust and ongoing marketing plan utilizing various forms of social media and media venues to generate publicity and optimize the number of animals successfully adopted out of the Shelter's care;
- Manages the day-to-day operations of the Shelter to include managing the budget, procurements, compliance efforts, ensuring animal health and dietary needs are met, scheduling and coordinating care and services with veterinarian resources, coordinating collaborative efforts with special interest groups and the community;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Maintains a current and excellent working knowledge of the safe handling, care, feeding and dietary needs, environmental needs, health maintenance, identification of health issues, relevant appropriate treatments for common domestic and companion health issues, including related healthcare supplies, for a wide variety of animals under the temporary care of the County's Shelter; sound understanding of the local, state and federal laws governing animal welfare and humane practices; excellent marketing skills to maximize placement of animals; sound financial skills to manage shelter operations within approved budget and handle procurements for the Shelter's needs.
- **Technical:** Ability to proficiently use a computer and job-related software, applications, various social media, internet and wireless technologies for communications, marketing, managing shelter operations and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Develops and maintains a collaborative working relationships with local, state and regional agencies, special interest groups and other relevant animal care, animal management and rescue stakeholders; maintains a sound understanding of the County's socioeconomic demographics and cultural norms and beliefs to consistently communicate and interact professionally and effectively with diverse array of relevant stakeholders; requires the ability to work independently and as part of a team and in frequently high-stress and emotional situations.
- **Decision-making and Authority:** Manages the shelter's budget, marketing initiatives, local resource involvement, and day-to-day operations, including supervising assigned staff.
- **Leadership:** Serves as the primary point of contact for animal care and animal management at the County's Animal Shelter; builds and maintains effective collaborative relationships with various special interest groups and oversight agencies; requires an astute awareness of legal and ethical issues as well as emotional and activist issues related to care and rescue.
- **Environment:** Works primarily at the County Shelter; works in a wide array of indoor and outdoor locations and conditions; works around various types of domesticated/companion animals with varying health and nutritional needs; may handle and manage animals with aggressive or other behavioral issues as needed; frequently high-stress environment.
- **Physical:** Sufficient visual and hearing acuity and physical agility to sufficiently engage safely in all assigned duties and work around various types of animals with a wide array of demeanors, physical, nutritional and health issues.

Minimum Education and Experience:

Education: High school diploma with completion of college-level coursework in animal care, biology, or other relevant field; certificate or degree in a relevant animal care field preferred;

Experience: Five (5) years of relevant animal care work experience including one year of relevant supervisory experience in an animal shelter, veterinarian, rescue or other relevant animal care or animal management setting;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel and work a flexible schedule including days, nights, weekends, holidays or on-call.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.