

Humane Society of the Ohio Valley **A.D.A Position Description**

Position Title: Shelter Operations Manager/Director

Reports To: Board of Directors

Directly Supervises: Humane Officer, Adoption Clerk, Kennel Technicians and Volunteers

Pay Rate: Wage designated by Board of Directors

Overall Function: The Shelter Operations Manager/Director is responsible for the daily operation of HSOV, internal systems, policies & procedures and the HSOV staff. The Shelter Operations Manager/Director provides leadership, oversight and long range planning to ensure that all areas of the shelter are functioning at the highest standard possible.

ESSENTIAL FUNCTIONS:

- Responsible for the hiring, supervising, coaching and training of shelter staff and volunteers, providing regular, on-going feedback and timely evaluations.
- Monitors safety compliance for staff and volunteers.
- Addresses employee problems and grievances.
- Maintains shelter records and statistics that include but are not limited to: animal population, adoption, euthanasia, and spay/neuter.
- Oversees the medical care of all animals ensuring the most effective use of limited resources.
- Oversees the ordering and inventory of shelter supplies and equipment and assures that appropriate quantities of all supplies are on a hand at all times.
- Regularly researches new products, equipment and pricing.
- In partnership with the Board of Directors and local veterinarians, implements all policies and protocols to protect the health and well-being of the animals in our care.
- Leads staff discussions regarding placement decisions, behavior plans, and other animal-related concerns.
- Provides recommendations and final approval for decisions about euthanasia in collaboration with Board of Director and local veterinarians
- Conducts meetings with staff and volunteers to review procedures, discuss workplace issues and share ideas to improve animal care, the customer service experience and the organization in general.
- Meets with the Board of Director to develop long-range programs and regularly review policies and procedures.

- Oversees intakes and adoptions and ensures that the public receives accurate information and excellent customer service. When necessary assists staff with tense situations involving the public.
- Provides oversight and direction to Foster Care Program and Rescue Programs in collaboration with the Homeward Bound Feline and Canine Rescue Coordinators/Committee Chairs.
- Responsible for the upkeep and maintenance of HSOV facility. Manages all capital improvement projects.
- Works with the Board of Director to prepare the annual budget and closely monitors income and expense throughout the year.
- In collaboration with the Board of Directors, locates, writes and follows-up on and finalizes Grants.
- Attends and gives monthly report at the Board of Directors meeting.
- Attends and actively participates in Operations and/or Committee meetings when requested.
- Carries out other duties as assigned by the Board of Directors.

Equipment Utilized: Shall utilize equipment to include but not limited to: general office equipment, agency vehicles and other tools/equipment as deemed necessary for completion of job duties

Work Environment: The duties of the HSOV Shelter Operations Manager/Director will primarily take place in a shelter environment and other community settings. The employee will regularly be exposed to the following: potentially zoonotic diseases (including rabies), aggressive animals, loud noises (e.g. barking dogs), odors and airborne particles, including animal fur and toxic chemicals. The noise level in the shelter environment is very loud.

Required Qualifications:

Knowledge and Skills: Practical experience and knowledge of managing an animal shelter, to include animal husbandry skills and knowledge. Must possess a strong desire to see to the welfare of animals within the care of the HSOV and the ability to make decisions regarding the humane treatment of those animals.

1. Must be 21 years of age or older
2. Minimum of 2 years previous experience working with animals preferably in a veterinary or shelter setting
3. High School diploma or GED
4. Must have a valid driver's license
5. Good written and oral communication
6. Dependable, reliable and efficient
7. Knowledge of Ohio Revised Code as it pertains to the operations of the HSOV
8. Must be able to lift at least 50 pounds and stand for prolonged periods of time
9. Ability to assist guests with adoption process
10. Ability to thoroughly clean

This Job Description has been designed in accordance with the provision of the Americans with Disabilities Act. It is intended to serve as a description of the essential function(s) for which this position exists and the required qualifications. Individual tasks and procedures are not listed because they usually dictate the manner in which a function is performed rather than the purpose. This Job Description shall be subject to such review and modification as determined necessary by the HSOV. Requests for reasonable accommodation, from a qualified individual with a disability, will be considered on a case-by-case basis.

The Humane Society of the Ohio Valley complies with all applicable federal, state, and local laws and provides equal opportunities and conditions of employment for all qualified individuals regardless of race, color, sex, religion, age, disability, sexual orientation, or national origin.