

## **Ocooch Mountain Humane Society**

Job Title: Shelter Manager

Reports To: Board of Directors

Scope of Position:

Responsible for supervising the shelter, for ensuring the humane treatment of the animals in the shelter, for ensuring that all animals receive appropriate veterinary the adoptions process, for supervising and training shelter volunteers, and facility maintenance. Other duties may be assigned with prior communication.

### **Animal Services**

- Follow established procedures and guidelines for managing all animal intake operations for surrendered or stray animals.
- Ensure that all animals are handled humanely, properly, and with compassion. Perform and/or manage animal intake procedures including vaccinations and general health assessments and notify veterinarian of those animals in need of medical attention.
- Work with veterinarian to ensure all animals are evaluated and treated in a timely and efficient manner.
- Maintain accurate record of veterinary services provided
- Remain current on animal-related issues

### **Adoptions**

- Provide oversight for shelter adoption programs to ensure smooth operation.
- Evaluate and enforce adoption policies and procedures.
- Organize and promote adoption events.
- Establish and maintain a positive customer experience at all times.
- Compose and maintain all outgoing communication (verbal and written) including adoption packets and contracts to ensure accuracy and professionalism.

### **Volunteers**

- Recruit, train, evaluate and dismiss volunteers, if necessary,
- Utilize volunteers to minimize costs and maximize productivity.
- Maintain a current bank of volunteers.

### **Management and Administrative**

- Oversee the general cleanliness and sanitation of the shelter.
- Oversee the general care and feeding of all animals housed at the shelter.
- Order and maintain supplies and materials needed at the shelter including food, vaccines, medications and other supplies as applicable.
- Handle general maintenance issues at the shelter.
- Develop an emergency evacuation plan. Include fire safety marshal for input and inspection, and get board approval.
- Communicate questions or concerns to the Board of Directors in a timely fashion.
- All policy/form changes need board approval before implementation.
- Assume additional duties as determined by the Board.

## **Record Keeping and Expense Reporting**

- Update all forms as needed for shelter operations, file appropriately and give needed information to appropriate board members. (i.e. information regarding donations, adoptions, membership, etc.)
- Develop a monthly budget for ongoing shelter expenses for board approval.
- Report expenses by categories to the Board each month. Categories should include veterinarian expenses by category, medications, testing supplies, vaccines, food, litter, cleaning supplies, paper supplies, miscellaneous (what that includes) and other purchases.
- Other categories should be added to fit the needs of the shelter and/or purchases made.
- Keep all receipts. Credit card receipts need to include a list of items purchased
- Board approval is needed for all non-medical expenses over \$100 and must have board approval. For recurring non-medical expenses purchases over \$100, Board can modify this requirement and approve budget items. Food and litter are not included in this approval need.

## **Communication**

- Research and implement shelter software to maintain accurate records.
- Assist in updating the website.
- Update and add social media accounts to increase visibility.

## **Fundraising**

- Research and develop shelter partnerships (i.e. Best Friends, Bissell Pet Foundation etc.) to increase availability of grant opportunities.
- Research and apply for grants.

## **Qualifications**

- At least four years experience in animal caregiving.
- College degree in management, or veterinary technology. Possess a thorough understanding of and dedication to the philosophy of animal welfare.
- Excellent organizational skills.
- Excellent public relations skills with the ability to relate to a diverse population.
- Ability to think critically and strategically in order to carry out the mission, goals and objectives of the organization.
- Ability to be self-directed and creative.

## **Shelter Manager Job Description Approval History:**

*Developed in 2022*

*Board Approval October 2022*

*Revised October 2023*

*Board Approval January 2024*