



JOB ANNOUNCEMENT
CITY OF TROY, AL
INTERNAL/EXTERNAL



CLASSIFICATION TITLE: Animal Shelter Operations Manager

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE: 08/21/2019

CLOSING DATE: 08/27/2019

PAY RATE: SKILL LEVEL 9

SUMMARY DESCRIPTION:

Under supervision, this position provides leadership, overall administration and technical expertise for the Pike Animal Shelter operations and services. Reports directly to the Director of the Pike Animal Shelter.

REPRESENTATIVE DUTIES: Under the Direction of the Pike Animal Shelter Director:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assists with the daily operation of the shelter; oversees animal care, on-site animal receiving and adoptions, fostering, and volunteer programs. Ensures the safety and sanitation of kennels and adoption areas, to protect the health of animals and people. Helps insure that policies and procedures are followed.
2. Helps ensure that accurate and complete records for animals, adoptions, staff and volunteers, safety policies, and facility maintenance are maintained as required by policies, City contracts/ordinances and state and federal laws.
3. Works with Director to ensure coverage for front office and in providing effective and welcoming customer service attitude. Regularly inspects all shelter areas to ensure work is accomplished, animals are cared for, and facility is sanitary. Monitors safety compliance of staff and volunteers. Works outside of normal shift hours to provide back-up care for animals if required.
4. Coordinates marketing efforts with other assigned staff and volunteers. Oversees website and other social media outlets and works with necessary staff and/or volunteers to ensure marketing plans are carried out. Helps with necessary coordination of required trainings and orientation of staff and volunteers as needed.
5. Helps with necessary communications of protocols and employee policies and follow through on such. Ensures staff handbooks are updated and include current policies and protocols.
6. Assists with all aspects of animal adoption and foster efforts as needed by the Director.
7. Meets with the animal care staff, office staff, and/or volunteers on a regular basis to review operations, procedures, and problems. Works positively and collaboratively with staff to achieve shelter goals. Institutes staff training to assure staff is aware of new and revised policies, procedures, rules and regulations, and to share ideas to improve animal care. Coordinates all staff schedules.

8. Oversees volunteer management program developing and implementing strategies to recruit and retain volunteers. Responds to volunteer inquiries and helps as needed with any necessary interviews and screening.
9. Coordinates with appropriate volunteers to carry out volunteer driven projects and to ensure shelter support.
10. Participates in strategic planning process and development of budget.
11. As needed, ensures meetings are scheduled with staff and volunteers to keep them abreast of current or new procedures and to ensure clarity in understanding their roles and responsibilities.
12. Keeps the director informed of any concerns, issues or needs.
13. Works with director to ensure office supplies are secured to facilitate overall work of the shelter and in keeping with the shelter's budget.

Animal Care

1. Assists the director with assessing the general health of the shelter animals on a regular basis for signs of stress, illness, injury, aggressive tendencies (either towards humans or other animals) and abnormal behaviors. Works cooperatively and professionally with contracted veterinary staff and animal control/law enforcement personnel to ensure animals are provided proper medical care. Reports any significant physical, behavioral or emotional issues regarding the shelter animals.
2. Ensures animals are cared for daily to include proper feeding, watering, shelter and monitoring for signs of disease, injuries, and abnormal behavior. Maintains all animals in a clean, comfortable living environment, and ensures animals are provided veterinary care and treatment in a timely fashion.
3. Works cooperatively with contracted veterinary offices to ensure all adoptable animals are sterilized in accordance with the state of Alabama. This includes making appointments, providing safe transportation to and from surgical facility, providing post-surgical monitoring and minor first aid to sterilized animals, reporting any post-surgical complications to veterinary staff in an expedient manner. All major, serious wounds and/or clinical signs of disease require hands-on evaluation by a licensed veterinarian and/or certified/licensed veterinary technician.
4. Maintains shelter records for each animal including: animal population each day, adoption records, spay neuter status, vaccination, current health observations and treatment & behavioral records and cage/kennel cards.
5. Assists the Director in overseeing all inventories and ordering of shelter supplies, cleaning solutions and equipment, and assures that appropriate quantities of all supplies are on hand at all times.
6. Facilities maintenance tasks for the shelter facility to keep it a safe and clean environment for animals, staff, volunteers, and visitors. Ensures that all equipment used in the operations of the shelter facility is maintained in proper, safe working order.

Customer Service and Outreach

1. Develops and maintains positive, professional relationships with the public, staff, veterinary staff, volunteers, and others.
2. Responds to public inquiries in a courteous manner; provide information within the area of assignment; resolves complaints in an efficient and timely manner.
3. Assists with animal receiving and adoptions and ensures that the public is provided accurate information and friendly service. Responds to complaints about staff, animal care, and policies.

4. Takes control of tense situations with distraught or angry customers and assists staff with resolution of difficult situations. Quickly and appropriately notifies the Director about situations that are of an extreme nature.
5. Positively promotes and facilitates adoptions and fostering. Works with recognized, professional breed rescue groups and other humane organizations on possible transfer or certain animals in order to increase chances of placement with responsible qualified owners. Performs security checks of buildings and facilities; observes and reports unauthorized persons in City facilities.
6. Drives vehicles when required.
7. Performs other duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Must have a deep concern for the humane treatment and compassionate care of animals.
- Excellent evaluation and assessment skills in the areas of animal health, temperament, human/animal bond, home environment, and successful adoption guidelines.
- Ability to identify animal species, breeds, ages, sexes. Ability to identify signs of animal illnesses and injuries.
- Exceptional work ethic with excellent interpersonal, organizational, and planning skills. Ability to exercise independent judgement as appropriate and to work independently with little direct supervision.
- Demonstrated exemplary communication skills to include knowledge of interviewing techniques, public speaking, skill in writing and editing and ability to express thought orally in a clear manner. Will be required to communicate effectively with the public, administrative staff, government officials, veterinary, animal care and behavioral professionals, media, college students and faculty, members of the public and donors, etc. Must be able to work with various personalities, ethnicities, social and age groups, and maintain tact and professionalism at all times.
- Ability to promote team work.
- Ability to build alliances with community organizations and agencies. Ability to establish and maintain effective working relationships with vendors.
- Demonstrate supervisory knowledge including principles and techniques of effective supervision.
- Ability to train and direct staff activities effectively.
- Ability to manage conflicts, disputes and grievances.
- Ability to balance many tasks and be flexible in prioritizing workload.
- Demonstrated knowledge of or ability to learn local, state and federal regulations as related to the animal shelter facility and its operations.
- Must be able to use common PC software programs, to use the internet and email to communicate and gather information pertaining to shelter business, and must be able to use telephone, facsimile, as well as other common office equipment.
- Safe work practices.
- Safe use and storage and cleaning of equipment.
- General knowledge of occupational hazards and standard safety practices.

MINIMUM QUALIFICATIONS - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

1. High school diploma or GED.
2. Must have a valid Alabama Driver's License a good driving record and proof of insurance.
3. Subsequent to job offer, must submit to and pass a pre-employment physical, and drug and alcohol screening.
4. Subsequent to job offer, position subject to satisfactory background check.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

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| Essential Physical Abilities |
| Work is primarily performed in both an indoor and outdoor setting. Job requires medium to heavy physical labor regarding many daily responsibilities including lifting and moving of animals and cages. Lifting of 50 pounds is expected. |
| Supervisory Control |
| The Animal Shelter Director assigns work in terms of general instructions. The Director spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results. |
| Guidelines |
| Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application. |
| Complexity |
| The work consists of operational and maintenance duties related to the daily operation of the Pike Animal Shelter. The ability to oversee all aspects of the daily operation of the facility contributes to the complexity of this position. |
| Scope & Effect |
| The purpose of this position is to provide management and support to the Pike Animal Shelter. Success in this position results in greater effectiveness of the Pike Animal Shelter. |
| Personal Contacts |
| Contacts are typically with clients, employees, co-workers, support agencies, and members of the general public. |
| Purpose of Contacts |
| Contacts are typically to give or exchange information, resolve problems, and provide services. |
| Work Environment |
| The work is typically performed in an indoor and outdoor setting, 12 months out of the year. |
| Supervision Exercised |
| None |

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

CITY OF TROY
HUMAN RESOURCES DEPARTMENT
301 CHARLES W. MEEKS AVE.
TROY, AL 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

The City of Troy is an Equal Opportunity Employer.