

ANIMAL SHELTER MANAGER

Department: **Reports To:**

Division: **Location:** Animal Shelter

FLSA Status: Non-Exempt **Classification:** Full-Time/Civil Service

Approved By: **Date of Approval:**

Pay Grade Level: 8

JOB SUMMARY

Supervises and coordinates activities of animal shelter workers by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include the following:

- Establishes and coordinates work schedules to expedite accomplishment of essential and emergency tasks, issues instructions to workers, examines work results, and provides training to improve performance
- Sets standards for and monitors conduct of shelter employees to ensure that humane philosophy is projected to public and implemented in care of animals
- Reviews shelter practices and procedures to ensure efficient and economical use of resources
- Consults with the Animal Shelter Advisory Board in regards to policy and procedural amendments
- Answers mail and maintains files of documents such as animal adoption and reports of shelter activities
- Delivers lectures, prepares materials for media broadcasts, and prepares correspondence to report shelter activities to the public. Coordinates various public relations programs and activities through local media outlets and community events to promote the animal adoption program
- Organizes various fundraising programs throughout the Parish to promote the enhancement of the services provided through the animal shelter
- Examines ailing animals to determine need of services from Veterinarian
- Cleans and disinfects shelter area to prepare shelter to receive visitors

- Operates shelter euthanasia equipment to destroy designated animals
- Interprets company policies to workers and enforces safety regulations
- Analyzes and resolves work problems, or assists workers in solving work problems
- Initiates or suggests plans to motivate workers to achieve work goals
- Maintains time records
- Estimates, requisitions, and inspects materials
- All parish government employees in a declared emergency shall be considered essential personnel

Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees in the Lafourche Parish Animal Shelter. Carries out supervisory responsibilities in accordance with the Lafourche Parish Government's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Delegation - Delegates work assignments.

Leadership - Inspires and motivates others to perform well; Accepts feedback from others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Jobholders must be legally permitted to work in the United States.

Education and/or Experience. Minimum of Associate Degree from college or technical school, or one (1) to three (3) years related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills. To perform this job successfully, an individual should have knowledge of Order processing systems; Payroll systems; Spreadsheet software and Word Processing software. Ability to take digital pictures of the shelter animals and upload them to the Lafourche Parish Government's Website and ensure that the Website information is current.

Certificates, Licenses, Registrations. Willing to undergo certification course for animal euthanasia. Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

OTHER SKILLS AND ABILITIES

- Ability to work well with public and volunteer organizations and associated community professionals
- Ability to recognize the necessity of the standard operating procedures of the Lafourche Parish Animal Shelter

OTHER QUALIFICATIONS

- Must possess the ability to recognize signs of animal neglect, abuse and cruelty, and the ability to determine breeds, species and gender of animals
- Must possess familiarity with local, state and federal laws concerning animal cruelty

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel. The employee is frequently required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to wet and/or humid conditions and outside weather conditions. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.