

# **Craig Street Cats Shelter Manager Job Description**

Shelter Manager

Reports to: Executive Director

FTE: full time

## **JOB SUMMARY**

The Shelter Manager provides leadership, direction, and supervision to ensure best practices in cat care and client care for the adoption centre and programs. The Shelter Manager also strives to consistently meet the goals of Craig Street Cats (CSC) as set forth by the Executive Director along with the Board of Directors.

## **WORKING RELATIONSHIPS**

Reports to the Executive Director.

Works closely with partner veterinarians, local animal welfare organizations, and transfer partner agencies.

Provides direct supervision to the cat care staff and volunteers.

## **ESSENTIAL JOB FUNCTIONS**

- Responsible for managing the day-to-day operations of the adoption center. Ensures all staff and volunteers understand and support the mission and values of the organization as set forth by the Board of Directors as well as the organization's Standard Operating Procedures.
- Responsible for overseeing staff and ensuring the implementation of and adherence to organizational rules and procedures, including the Standard Operating Procedures.
- Responsible for planning, conducting, and documenting regular staff meetings.
- Ensures the safety and sanitation of the facility.
- Oversees the implementation of a safety program, in cooperation with the Executive Director and Board of Directors
- Stays current on animal shelter and adoption best practices and ensures Standard Operating Procedures reflect industry best practices.
- Monitors spending to ensure expenditures stay within the allotted budget amounts. Assists the Executive Director with operations-related budgetary planning annually.
- Oversees animal care staff training, reviews, and performance plans.
- Keeps data regarding key functions of the shelter such as number of adoptions, relinquishments, spay/neuters, etc. Analyzes this information monthly and presents monthly shelter reports to the Executive Director at least one week prior to board meetings.
- Provides exceptional customer service, resolves customer complaints, and ensures a positive customer experience.

## **RESPONSIBILITIES**

Personnel

- Is a leader by example to staff, volunteers, and customers of CSC.

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- Sets the standard for staff behaviour, attitude, and customer service.
- Supervises, guides, provides feedback, disciplines, and evaluates animal care staff in the performance of their job responsibilities and for their growth and safety.
- Ensures employee files are current and secure and all supervisorial issues are documented in the employee file.
- Prepares staff assignments and schedules to ensure shelter operations are covered, in accordance with budgetary guidelines and equitable to all staff.
- Is the first contact for employees who are sick, absent, or who will be late so the schedule can be adjusted accordingly as needed. Keeps a record of any absence or lateness and the reasons.

### **Animal Care**

- Ensures the well-being and humane treatment of animals.
- Follows and enforces disease control protocol to ensure a safe, healthy environment. Maintains a healthy and calming environment for the animals in CSC care.
- Fosters a professional and cooperative relationship with others in the animal welfare industry.
- Ensures daily cleaning of kennels, feeding and caring for shelter animals, and medical care is being performed regularly and appropriately by shelter staff.

### **Administration**

- Makes routine (at least daily) inspections to ensure the facility, building, and grounds are clean, safe and sanitary in accordance with standard operating procedures. Monitors safety compliance of staff and volunteers to prevent injuries to animals or humans. Delegates cleaning responsibilities to ensure sanitary conditions to appropriate staff persons or volunteers.
- Ensures all kennels, cages and equipment in the shelter are working properly.
- Ensures that the public receives courteous and professional service. Takes control of tense situations with distraught or angry customers and instructs staff to do the same when necessary. Handles client complaints and ensures clients are treated with respect and professionalism by all shelter staff and volunteers in accordance with standard operating procedures.
- Strives to remain current on best practices in animal health and shelter procedures.
- Meets regularly with staff to review procedures, discuss workplace issues and share ideas. Meets with Executive Director regularly to provide input for long-range programs, review policies and procedures and financial statements.
- Reviews Standard Operating Procedures, animal care job descriptions, and operations-related documents at least bi-annually and revises as necessary.
- Works with the Executive Director to develop a strategy to meet cost containment goals.
- Periodically attends Board meetings for the purposes of providing status of shelter operations.
- Other duties as assigned.

### **EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES**

1. Bachelor Degree or RAHT certification, plus a minimum of 2 years of supervisory experience in a high volume veterinary clinic or animal shelter.
2. Exceptional leadership to staff and volunteers.

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3. Must work collaboratively and build trustworthy relationships.
4. Must work independently and confidently using superior discretion and judgment.
5. Strong project management skills and ability to handle large amounts of e-mail and telephone correspondence in a timely and professional manner.
6. Excellent organizational and time-management skills.
7. Ability to prioritize with strong problem-solving skills and flexibility.
8. Excellent follow-through skills and strong attention to detail.
9. Energetic, team-oriented, and quality minded.
10. Excellent written and oral communication skills, especially active listening and empathetic speaking; exceptional knowledge of grammar, punctuation and spelling.
11. Proficiency with Microsoft Office or Open Office products, Shelter Management software, and Google applications.
12. Understanding of and commitment to the No Kill Equation
13. Understanding of community cat issues and appropriate solutions.
14. Understanding of the non-profit model, and familiarity with principals of fundraising.

### PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The offices and operations of an animal shelter can be high stress and very busy at times. This position is scheduled for 5 days. The schedule varies and may require weekend or evening hours to complete the job, and may include working some holidays or overtime, depending on shelter needs. This position must be present on site at least one of each weekday per month to ensure shelter staff are properly performing duties at all times. Candidate must be flexible with schedule changes and short notice overtime requests.

This position requires a great deal of standing, walking, sitting, kneeling, crouching and general mobility. It may include lifting, carrying, and pushing of supplies and cleaning of animal areas. While performing this job, it will regularly be required to use hands and arms to reach, grasp, and hold animals, supplies and other tools; to talk and speak clearly to clients and co-workers; and to hear questions and animals.

**This position requires the ability to work safely around unruly, sick, injured, or potentially dangerous cats.**

This position requires working around and with chemical compounds (i.e. bleach, detergents, and disinfectants) used to clean and disinfect kennels, cages, and other surfaces. While working with shelter animals there is a risk of exposure to parasites and infectious diseases. Allergic conditions, which would be aggravated when handling or working with animals or cleaning supplies may be a disqualification. Work can occur in an office setting, animal areas, on the grounds of the facility, and/or off-site. Use of an appropriate motor vehicle is required.