

# Shelter Operations Supervisor



## Position Description

### Status

Regular Full-time

### Compensation

B31

### Bargaining Unit

Non-bargaining

### Reports to

Executive Director of Services

### Supervises

none

### Position Category

Supervisor

### Summary

This position manages the daily kennel operations of the Allegan County Animal Shelter, providing care for the animals, following documented shelter policies and procedures. Facilitates a positive work environment for staff and volunteers, as well as a positive partnership with Sheriff Department Animal Control. Ensures that daily animal intake, adoptions, transport, record keeping and wellness programs are conducted for all shelter animals in accordance with documented shelter policies and procedures. Manages a team of trustee workers, animal caretakers, and kennel volunteers to maintain the highest standards of care and customer service for the organization, clients, and the shelter animals. This is a hands-on role.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Maintains a clean, safe shelter environment for animals, staff, volunteers and the public. Addresses department, volunteer or public concerns regarding day-to-day shelter operations.
2. Coordinates with the shelter medical team, dog trainer and staff to identify open kennels during daily animal intake.
3. Communicates with shelter medical team regarding animal health conditions and medical care.
4. Assists medical team with animal restraint in the absence of caretakers or medical staff.
5. Assists shelter medical team with performing animal euthanasia procedures, when necessary for the animal.
6. Develops staff work schedules, ensuring the appropriate level of coverage from the shelter operations team. Develops trustee work schedules for weekends with caretakers; Transports trustees.
7. Participates in shelter leadership meetings to maintain positive working relationships.
8. Provides leadership and job performance oversight of all shelter staff, volunteers and trustees. Oversees facilities maintenance and ongoing shelter use plan.
9. Addresses all trustee personnel issues, coordinating with Sheriff Dept for resolution.

10. Develops strategic goals for continuous improvement of kennel operations, workflow, and standard operating procedures; Executes steps to achieve improvements and provides documentation of goals, steps and achievements.
11. Regularly reviews and updates departmental policies, procedures and guidelines to assure compliance with the Department of Agriculture and MIOSHA.
12. Maintains Animal Shelter budget for staff scheduling and overall shelter expenses, with a focus on cost efficiency for the shelter.

## **Competencies**

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position has direct supervisory responsibility and oversight of all shelter staff, volunteers and trustees.

## **Work Environment**

This position cares for animals in an animal shelter setting; Indoor and outdoor work is required; Outside work can occur in all types of weather; Exposure to a variety of foul odors and bodily fluid of animals; Potential for being occasionally scratched or bitten by animals.

## **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.

Ability to physically manage potentially aggressive animals; lift under 50 lbs without assistance, lift 50 lbs with assistance, carry, and otherwise assist injured animals; climb stairs, and other obstacles; walk and run over all types of terrain; stoop, kneel, or crawl; ability to withstand periods of prolonged standing.

## **Travel**

Travel may be required throughout the County.

## **Required Education and Experience**

1. Minimum Bachelors Degree of Science Degree OR minimum four (4) years of equivalent work experience
2. Previous experience in animal care or other related fields preferred

**Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_