

DFW HUMANE SOCIETY

JOB DESCRIPTION

JOB TITLE: Shelter Operations Manager

REPORTING RELATIONSHIP: Reports to the Board of Directors

POSITION OVERVIEW: **Shelter Operations Manager** is responsible for the following functional areas: Client Services, Human Resources and Facilities. Hires and directly supervises the staff member(s) in charge of Client Services, Finance, Development and Marketing and Facilities. Manages the Human Resources functions. Serves as the primary liaison to the City of Irving and Irving Animal Services and the DFWHS Board of Directors.

POSITION RESPONSIBILITIES:

Client Services

- Hires & Manages the Supervisor of Marketing and Development.
- Hires and trains new Client Services staff.
- Creates and implements new Client Services programs.
- Maintains/creates new handouts for client training.
- Oversees adoption program including training programs, regular meetings and handbook as well as services agreement with the City of Irving.
- Determine work procedures, prepare work schedules, and expedite workflow; study and standardize procedures to improve efficiency and effectiveness of animal services operations.

Human Resources

- Screens, interviews, hires, terminates staff members reporting to the Shelter Operations Manager.
- Manages pay increases, promotions and terminations.
- Maintains the Employee Handbook.
- Monitors Employee Handbook policy and procedure compliance issues.
- Plans and implements staff meetings.
- Mediates Human Resource issues.
- Oversees OSHA and HIPAA compliance.

Operations

- Manages all personnel.
- Ensures that facility and equipment are in good working order.
- Executes and maintains contracts with City of Irving partners, third-party facilities contractors and suppliers.
- Ensures that annual performance reviews are conducted.
- Identifies and makes contractual arrangements with veterinarians who offer special service arrangements to organization's clients' animals. Regularly evaluates client satisfaction with these services.

Shelter Animals

- Provides a safe, clean, healthy and enjoyable environment for shelter animals.
- Develops and maintains a consistent and humane procedure for accepting animals into the shelter; makes every effort not to accept animals which may pose a threat to people.

- Maintains a strong program for preventing the spread of infectious animal diseases throughout the shelter.
- Makes arrangements to treat and provide appropriate care for and sick and injured animals, maintaining appropriate medical records.
- Maintains accurate and complete records on all shelter animals.

Veterinarians

- Identifies and makes contractual arrangements with veterinarians who offer special service arrangements to organization's clients' animals. Regularly evaluates client satisfaction with these services.

Kennel Staff

- Develops and updates written standards and procedures for caring for animals in the kennels and cat rooms.
- Develops and updates written standards and procedures for cleaning:
 - Animal areas: kennels, cat room, grooming room, food room, new arrival room, the get-acquainted room, and a laundry room.
 - All offices, all staff areas and all public areas.

Programs and Services

- Assists Board in formulation and implementation of policies and in development of short and long-range plans for the organization's programs and services.
- Evaluates existing and proposed programs and services and recommends any changes to Board.
- Recommends and provides input on development of new programs and services.
- Ensures that animal health-care standards, shelter facility and property are maintained in a professional and high-quality manner consistent with the organization's goals.

Financial Management

- Works with Treasurer, and Finance Committee to ensure ongoing financial viability and financial management operations of the organization.
- Ensures that the annual budget is prepared for presentation and reviewed by Finance Committee and Board.
- Ensures that expenditures stay within budget limits.
- Works with Treasurer and Bookkeeper to ensure the preparation of monthly financial cash flow and balance statements.
- Assists as needed in the preparation of an independent financial audit.
- Works with Treasurer, Office Manager and Bookkeeper to ensure the use of generally accepted bookkeeping and accounting procedures. Works with Treasurer, Office Manager and Bookkeeper to ensure the timely submission of all tax and other reports required by Federal, state or local law, including income, sales and employment tax reports required by the IRS, Texas Workforce Commission, etc.
- Maintains appropriate and adequate property and liability insurance policies.