

Job Description – Assistant Shelter Manager

Job Definition

- The Shelter Manager supervises this position.
- The Assistant Shelter Manager is responsible and accountable for all of the shelter assistant duties, as well as supervisory duties in the absence of the Shelter Manager and/or Executive Director, including:
 - Animal Care
 - Animal Control
 - Cleaning & Maintenance
 - Customer Service
 - Daily Cash Handling
 - General Shelter Operations
 - Personnel Management/Supervision
 - Records Keeping

Responsibilities

- Animal Care
 - Feeds, exercises, and cares for all animals
 - Follows appropriate animal care and handling, maintaining the highest standards of sanitation and care of animals entrusted to the shelter.
 - Bathes and grooms shelter animals when necessary.
 - Has a working knowledge of various breeds of animals, how to handle animals properly and recognize common diseases.
- Animal Control
 - Is familiar with current animal control policies and ordinances.
 - Goes out on animal control investigations when necessary.
 - Has a working knowledge of state animal welfare laws and local animal ordinances.
- Cleaning & Maintenance
 - Works collaboratively with all shelter personnel to achieve a clean and sanitary environment.
 - Cleans all indoor and outdoor kennels.
 - Scoops poop from the yard.
 - General shelter cleaning including sweeping, mopping floors, washing windows, dusting, etc.
 - Performs light yard work including shoveling the patio/sidewalk during the winter.
 - Maintains cleanliness, organization, and order in all areas of the shelter.
- Customer Service
 - Is familiar with retail inventory and Humane Society services and is able to advise and make suggestions to customers when appropriate.
 - Answers the telephone, gives public information, and makes referrals to other agencies where appropriate.
 - Receives, greets, and assists visitors.
 - Assists with animal adoptions and surrenders.
 - Operates the cash register to complete customer transactions.
- Daily Cash Handling
 - Is careful and precise in all transactions, entering information correctly into the cash register, counting change accurately, and following shelter policies.
 - Follows all cash handling procedures according to the Accounting Manual.
- General Shelter Operations
 - Makes intelligent decisions about maintaining day to day operations under shelter guidelines.
 - Stocks and arranges retail supplies.
 - Performs duties or tasks assigned by the shelter manager, or executive director to further the needs of the shelter.

- Performs all shelter activities and sees that they are carried out properly and on schedule.
 - Participates in meetings with other shelter personnel and share ideas and suggestions designed to improve working conditions and the organization.
 - Supervises other shelter employees in the absence of the Shelter Manager or Executive Director, including assigning tasks, training new employees, and assisting other employees.
- Personnel Management
 - Works with the Shelter Manager to train and supervise other employees.
- Records Keeping
 - Follows up on adoptions to ensure that animals have been placed in a good environment and that spaying and neutering is done as required by the adoption agreement.
 - Maintains all records in accordance with operational procedures, including animals received and placed, animal health records, and euthanasia records.
 - Is familiar with computers and software including Microsoft Word, Excel, Access and Outlook.