



Job Title: Shelter Manager

Job Type: Full Time

Hours: 40 + hrs. per week, schedule varies

Pay Rate: Salary, Dependent on Qualifications

Reports to: Executive Director

Job Description:

At Oregon Coast Humane Society (OCHS), the Shelter Manager is the leader of the pack. They model exceptional customer service for both people and pets; engage and inspire our talented team; think outside the kennel on how we best serve our shelter animals; and ensure laws, regulations and policies are followed. The OCHS Shelter Manager should have a global perspective and be capable of managing multiple priorities and people at any time. We're looking for a visionary leader to join us on our lifesaving mission.

Duties and Responsibilities

- Hire, train, schedule, and evaluate shelter team members to encourage their growth.
- Maintain and create SOP's to ensure consistency in our processes from the time an animal enters our doors until they leave.
- Complete animal related paperwork and create records related to adoptions, claims, bite reports, police records, lost/found, and veterinarian care.
- Coordinate the daily operation of the shelter in accordance with Federal, State, County and shelter regulations, policies, and procedures in direct support of the Executive Director.
- Perform daily audits of all departments to ensure accuracy in records and humane care.
- Ensure the appropriate provision of information to the public regarding animal control regulations and reclaiming of a lost pet. May include public awareness and educational programs with schools and community groups.
- Provide input to the Executive Director regarding OCHS's budget and operate within budgetary guidelines.
- Assist with volunteer coordinator in recruitment, training, and support of volunteers.
- Administer and monitor animal care and customer service including cleaning, feeding, adoptions, reclaims, citizens turning animals in to the shelter (owned and stray), euthanasia, and visitors to the shelter.
- Ensure all animals are handled safely and humanely, including difficult to handle and potentially dangerous animals, and that staff is properly trained in species-specific handling and restraint, utilizing Fear Free techniques.
- Use social media platforms to reunite lost pets with their families, share adoption stories and updates, and educate our community about relevant animal topics.
- Initiate daily assignments, follow through on matters, and use independent judgment and training to take appropriate actions to deal with standard recurring situations.
- Serve on the Animal Welfare Committee and provide monthly reports.
- Performs other duties as assigned by the Executive Director.

Required knowledge, skills, and abilities

- High school diploma or equivalent required; associate or bachelor's degree in a related field preferred.
- Demonstrated supervisory experience, preferably in an animal care setting.
- Demonstrated knowledge of animal behavior and care, preferably in a shelter setting; minimum two years of professional animal care experience or equivalent combination of education and experience.
- Excellent customer service and interpersonal skills; ability to interact professionally with a wide variety of people and to remain pleasant and calm even in stressful situations.
- Ability to read, comprehend, and create written instructions.
- Ability to communicate clearly and professionally, both orally and in writing, with coworkers, volunteers, and the public.
- Ability to perform basic math as applied to budgets, fees, inventory procedures, and medication dosages.
- Functional understanding of computer software and internet applications; ability to learn and effectively use PetPoint software.
- Valid Oregon driver's license required.

Physical and Working Environment

- Ability to operate and maneuver equipment such as syringes, catch poles, computer terminals, and other materials used in performing essential functions.
- Ability to coordinate eyes and limbs to perform movements requiring skill and training, such as performing behavior assessments and modification activities.
- Ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, odors and textures associated with job-related objects, materials and tasks.
- Ability to exert moderate but not constant physical effort, typically involving some combination of stooping, bending, kneeling, sitting, standing, crouching, and lifting, carrying objects and handling animals of moderate weight.
- Ability to sustain physical activity and concentration as required to complete tasks.
- Ability to safely and humanely restrain and handle animals of moderate-to-significant weight and strength.

This job description is not intended to be an exhaustive list of all duties, responsibilities, skills, efforts or working conditions or qualifications associated with this position.

Oregon Coast Humane Society is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, gender identity, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Oregon Coast Humane Society makes hiring decisions based solely on qualifications, merit, and business needs at the time.