**Job Description**

**JOB TITLE:** Director of Shelter Operations  
**DEPARTMENT:** Shelter

**JOB CODE:** DSO  
**GRADE:**  
**REPORTS TO:** WCHS Executive Board or Designee

**PREPARED BY:** WCHS Search Committee  
**DATE:** February 2009

**APPROVED BY:**  
**DATE:**

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**ESSENTIAL DUTIES AND PRIMARY JOB PURPOSE** include the following. Other duties may be assigned.

Works in concert with the Whitman County Humane Society (WCHS) Board of Directors in order to fulfill the mission of the organization and provide for the welfare of the animals in its care. Works to ensure the continued evolution of the WCHS into a fully developed center dedicated to eliminating the suffering of homeless animals by providing humane care for pets in transition, facilitating adoption to good homes, supporting pet overpopulation education, and supporting sterilization of companion animals.

Provides positive leadership for the efficient and smooth functioning of all shelter operations, in accordance with established policies and procedures, city ordinances, state and federal laws and regulations. Develops and maintains effective working relationships with staff, volunteers, and the public.

Trains, supervises, and evaluates staff, and makes recommendations for promotion or termination to the Executive Board or its designee. Ensures that the facility is maintained in a sanitary and safe fashion to protect the health of the animals, staff, and visitors. Assists with public relations and educational outreach. Attends regular meetings of the board of directors and helps develop policy and standard operating procedures for the shelter.

Reports to the Executive Board or its designee.

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**REPRESENTATIVE TASKS & MAJOR RESPONSIBILITIES**

**Management and Supervision**

1. Directs the daily operations of the shelter; oversees animal care, on-site animal receiving and adoptions, fostering, and volunteer programs. Ensures the safety and sanitation of kennels and adoption areas, to protect the health of both animals and people. Investigates employee accident reports. Responsible for assuring that policies and procedures are followed.

2. Ensures that accurate and complete records for WCHS animals, adoptions, staff and volunteers, safety policies, and facility maintenance are maintained as required by WCHS policies, City contracts/ordinances and state and federal laws.

3. Ensures that all animal care and facilities policies, procedures, and programs are regularly reviewed and modified in an efficient manner. Stays abreast of current animal welfare issues as well as the changing needs of the community. Attends relevant workshops/seminars (with approval of President of the Board of Directors or the designee of the Executive Board) and maintains professional relationships in the field.

4. Regularly compiles and presents reports to the board of directors on facility operations and activities. Coordinates efforts with the Board of Directors to develop long-range programs and review policies and procedures. Apprises the board about important issues, problems, and new ideas regarding shelter management and animal care and welfare.

5. Evaluates new and on-going shelter projects regularly to determine and implement needed changes.
Regularly reviews facility policy and procedures manuals and standard operating procedures to assure compliance with local, state and federal guidelines, and the facility mission.

6. Directly responsible for supervising, evaluating, training, disciplining, and development of all animal care personnel. Regularly reviews and evaluates job performance. Addresses employee grievances and complaints. Makes recommendations for promotion or termination to the Executive Board or its designee. Maintains a working environment that attracts and retains high quality staff.

7. Schedules both paid and non-paid shelter staff and ensures the shelter facility is adequately staffed to provide proper care and maintenance 365 days a year. Regularly inspects all shelter areas to ensure work is accomplished, animals are cared for, and facility is sanitary. Monitors safety compliance of staff and volunteers. Works outside of normal shift hours to provide back-up care for animals if required.

8. Meets with the animal care staff, office staff, and/or volunteers on a regular basis to review operations, procedures, and problems. Works positively and collaboratively with staff to achieve shelter goals. Institutes staff training to assure staff is aware of new and revised policies, procedures, rules and regulations, and to share ideas to improve animal care.

Animal Care

9. Assesses the general health of the shelter animals on a regular basis for signs of stress, illness, injury, aggressive tendencies (either towards humans or other animals) and abnormal behaviors. Works cooperatively and professionally with WCHS contracted veterinary staff and animal control/law enforcement personnel to ensure animals are provided proper medical care. Reports any significant physical, behavioral or emotional issues regarding shelter animals to the President of the Board of Directors or the designee of the Executive Board.

10. Ensures animals are cared for daily to include proper feeding, watering, shelter and monitoring for signs of disease, injuries, and abnormal behavior. Maintains all animals in a clean, comfortable living environment, and ensures animals are provided veterinary care and treatment in a timely fashion. Performs the duties of an animal care worker as needed. Schedules humane euthanasia of non-adoptable animals as governed by the WCHS euthanasia policy.

11. Works cooperatively with WCHS-approved veterinary hospitals to ensure all adoptable animals are sterilized in accordance with WCHS policy. This includes making appointments, providing safe transportation to and from surgical facility, providing post-surgical monitoring and minor first aid to sterilized animals, reporting any post-surgery complications to veterinary staff in an expedient manner. All major, serious wounds and/or clinical signs of disease require hands-on evaluation by a licensed veterinarian and/or certified/licensed veterinary technician.

12. Maintains shelter records for each animal including: animal population each day, adoption records, spay/neuter status, vaccination, current health observations and treatment & behavior records and cage/kennel cards.

13. Directs the socialization and training of WCHS animals to increase their adoptability. Trains and socializes in accordance with accepted humane handling techniques and advice from WCHS-approved animal behavior specialists.

14. Oversees all inventories and ordering of shelter supplies, cleaning solutions and equipment, and assures that appropriate quantities of all supplies are on hand at all times.

15. Maintains pharmacy inventory and ordering, laboratory test submissions and orders.

16. Facilitates maintenance tasks for the shelter facility to keep it a safe and clean environment for animals, staff, volunteers, and visitors. Ensures that all equipment used in the operations of the shelter facility is maintained in proper, safe working order. May be required to perform minor repairs of facility and equipment.

17. Oversees the maintenance and upkeep of buildings, grounds, machinery and equipment.

Customer Service and Outreach

18. Develops and maintains positive, professional relationships with the public, staff, veterinary staff, volunteers, and others.

19. Oversees animal receiving and adoptions, and ensures that the public is provided accurate information and friendly service. Responds to complaints about staff, animal care, and WCHS policies. Takes control of tense situations with distraught or angry customers and assists staff with resolution of difficult situations.
Quickly and appropriately notifies the Board of Directors or designee about situations that are not easily and immediately resolved.

20. Promotes and facilitates adoptions. Provides accurate information about adoptable animals, insuring web-based list (PetFinder) of adoptable animals is kept up-to-date, reviewing all adoption agreements and animal records for accuracy and completeness prior to release of animal. Works with recognized, professional breed rescue groups and other humane organizations on possible transfer of certain animals in order to increase chances of placement with responsible qualified owners.

21. May meet with civic groups, schools, special interest groups and the media about programs and activities, and to educate the public about responsible pet ownership and animal welfare concerns.

22. Participates in special projects as needed, including annual fundraising events and employee development programs.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

1. Must have a deep concern for the humane treatment and compassionate care of animals.
2. Bachelor’s degree in animal sciences, animal welfare, or closely related field, or an equivalent combination of education and professional experience.
3. Two years of management or supervisory experience in an animal shelter, humane organization, animal care facility, or similar business.
4. Excellent evaluation and assessment skills in the areas of animal health, temperament, human/animal bond, home environment, and successful adoption guidelines.
5. Demonstrated competency in animal care tasks such as medication administration, physical examination, behavioral screening examination, animal hygiene care, nutrition, socialization, and cleaning of animal environment per procedures. Ability to identify animal species, breeds, ages and sexes. Ability to identify signs of animal illnesses and injuries.
6. Exceptional work ethic with excellent interpersonal, organizational, and planning skills. Ability to exercise independent judgment as appropriate and to work independently with little direct supervision.
7. Demonstrated exemplary communication skills to include knowledge of interviewing techniques, public speaking, skill in writing and editing and ability to express thought orally in a clear manner. Will be required to communicate effectively with the public, Board of Directors, WCHS administrative staff, government officials, veterinary, animal care and behavioral professionals, media, college students and faculty, members and donors etc. Must be able to work with various personalities, ethnicities, social and age groups, and maintain tact and professionalism at all times.
8. Ability to promote team work.
9. Ability to build alliances with community organizations and agencies. Ability to establish and maintain effective working relationships with vendors.
10. Demonstrated supervisory knowledge including principles and techniques of effective supervision.
11. Ability to train and direct staff activities effectively.
12. Ability to manage conflicts, disputes, and grievances.
13. Proven leader in operational analysis, policy enforcement, and personnel management.
14. Ability to balance many tasks and be flexible in prioritizing workload.
15. Demonstrated knowledge of local, state and federal regulations for the workplace.
16. Must be able to use common PC software programs, to use the internet and email to communicate and gather information pertaining to WCHS and shelter business, and must be able to use telephone, facsimile machine, as well as other common office equipment.
17. Ability to operate a vehicle (manual or automatic transmission), valid drivers license and clean driving record.
18. Must provide references detailing success in personnel management, animal welfare management, and experience with team building.
EMPLOYMENT DISCLAIMER: This job description is not a contract – Board of Directors reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer.