Animal Services Office Manager

Nature of Work

This is very responsible administrative and supervisory work assisting with all office related functions and the caring and placement of animals taken to the ______ County Animal Shelter. Activities associated with the job include assisting with the orientation and training of volunteers and individuals required to perform community service, overseeing and assisting with the intake of stray and/or abandoned animals, updating training materials and coordinating educational opportunities for staff, maintaining volunteer personnel records and maintaining all adoption and spay/neuter records. Additional activities include assisting with providing care for animals until they are reunited with their owner, adopted or euthanized, ensuring that the shelter is maintained in an organized and sanitary condition, coordinating employees schedules to ensure adequate staffing at all times, and maintaining and submitting employee payroll records. Additional responsibilities include receiving and receiving all fees for submission to the bookkeeper, assisting the Director with personnel decisions and assisting with a variety of public outreach and educational initiatives. Job responsibilities require strong interpersonal, organizational and decision making skills, considerable experience in animal control activities and working with animals, considerable knowledge of all state regulations and local ordinances governing the care and treatment of animals, considerable experience performing administrative and accounting duties, ability to consistently implement and enforce operational policies and procedures and sufficient strength and agility to perform the physically demanding aspects of the job in a variety of weather conditions. Job performance is evaluated by the Animal Shelter Director through review of the effectiveness of animal handling and control activities, ability to effectively supervise and direct the activities of staff, volunteers and inmates, knowledge of state regulations and local ordinances governing animal control activities, level of administrative and accounting support and assistance provided for shelter operations, effectiveness of public outreach and educational initiatives and organizational, interpersonal and decision making skills.

Illustrative Examples of Work

-Organizes and conducts orientation and training sessions for new employees and volunteers in accordance with the organization’s mission and operating philosophy.
-Updates training materials and programs as needed and alerts volunteers and employees to relevant educational opportunities.
-Responds to inquiries regarding the volunteer program in interviews and screens potential volunteers and community service workers.
-Consistently enforces all established operational policies and procedures to ensure the efficient and effective operation of the Animal Shelter.
-Assists with supervising and directing the daily activities of all volunteers and trustees and training them in shelter operations and procedures.
-Assists with performing required administrative duties such as logging calls, preparing surrender forms, bite reports, etc.
-Maintains all adoption and spay/neuter records for animals in the shelter.
- Assumes responsibility for all funds received and/or disbursed including adoption fees, donations, spay/neuter deposits and refunds, gift shop proceeds and assists the bookkeeper with monitoring all bills.
- Submits all billing, payroll and other funds to the bookkeeper for processing.
- Coordinates employees’ schedules to ensure the proper staffing of the shelter at all times and monitors staff time sheets in accordance with established policies and procedures.
- Assists the Director with hiring, training, supervising, evaluating, promoting and terminating staff when necessary.
- Assists the Director with public education and outreach initiatives.
- Assists with preparing and reviewing the annual operating budget and fiscal planning activities.
- Coordinates efforts with the Director and governing bodies in developing, implementing and ensuring compliance with operating policies and procedures.
- Ensures the humane handling and care of all animals taken in by the animal shelter and ensures that each animal’s nutritional and housing needs are met on a daily basis.
- Assists the public with the admission and adoption of animals and promotes responsible pet ownership at all times.
- Assists the public with completing application forms and makes assessments of their ability to adequately care for adopted pets.
- Assists with educating the public on the law and ordinances pertaining to animal ownership and control.
- Supervises all activities and functions of the shelter in the absence of the Director.
- Assists with compiling statistics, maintaining records and preparing reports of shelter activities, animal dispositions and animal control activities.
- Assists with ensuring a proper inventory of all supplies and equipment required for animal control and shelter operations; re-stocks and runs errands when necessary.
- Performs related duties as required.

**Necessary Requirements of Work**

Graduation from an accredited high school (Associate Degree preferred); thorough experience working with animals; thorough knowledge of the animal shelter operating policies and procedures, considerable knowledge of common illnesses associated with animals including symptoms and transmission to other animals; strong organizational, interpersonal, organizational and decision making skills; considerable knowledge of the nutritional and emotional needs of animals; thorough experience performing administrative and accounting duties; or any equivalent combination of education or experience to provide the following knowledge, abilities and skills:

- Thorough knowledge of state statutes and regulations regarding the care and treatment of animals and animal control activities.
- Thorough knowledge of the statutes, ordinances, and regulations pertaining to animal control, adoption and disposal for ______ County.
- Thorough knowledge of administrative practices and procedures pertaining to the preparation and storage of reports and documentation for animal control operations.
- Thorough knowledge of acceptable accounting practices and procedures including the receipt of funds, use of internal controls, reconciliation of accounts, disbursement of funds, etc.
- Thorough knowledge of administrative practices and methods including the maintenance of files, compilation of data and preparation of reports, proper grammatical form and practice, etc.
- Considerable knowledge of animal handling and apprehension techniques, animal behavior and animal health.
- Considerable knowledge of animals including various breeds and species, temperaments and habits, etc.
- Considerable knowledge of common diseases occurring in domestic animals and the medication(s) and/or treatment procedures to cure and/or alleviate symptoms and prevent the transmission to other animals.
- Considerable knowledge of animal medications and drugs used for tranquilization and euthanasia.
- Considerable knowledge of effective hygiene practices and required maintenance activities for the efficient operation of an animal control shelter.
- Knowledge of effective supervisory techniques and practices including the selection, evaluation, motivation and discipline and/or discharge of staff.
- Ability to consistently adhere to and enforce established operational policies and procedures required to ensure the efficient operation of the Animal Shelter.
- Ability to effectively supervise and direct the activities of volunteers, community service workers and inmates assisting at the animal shelter.
- Ability to maintain all financial accounts and related files and documentation in an organized and accessible manner.
- Ability to make effective and information presentations to the public, school groups, civic organizations, etc.
- Ability to interact in a professional, effective manner with pet owners and the public.
- Ability to accurately determine the health and disposition of animals.
- Ability to make proper decisions pertaining to the apprehension and control of animals.
- Ability to prepare reports and maintain documentation in accordance with existing policies and procedures.
- Skill in the operation of a motor vehicle.

**Necessary Special Requirements**

- Possession of a valid Driver’s License and the ability to be insured at standard vehicle insurance rates.
- Current Tetanus vaccination on record.

**County Government**

**FLSA – Non - Exempt**

**08/13/2008**