



SISKIYOU HUMANE SOCIETY

POSITION DESCRIPTION

Director of Shelter Operations (DSO)

Summary

This is a full-time salaried position.

Job Relationships: Reports to the Board of Directors. Directly supervises Shelter, customer service and program Staff. Works in partnership with the Director of Business and Development.

Purpose of Position: To plan, organize, supervise and implement all aspects of shelter operations, customer services and programs of the Siskiyou Humane Society, Inc. in support of SHS's Mission Statement in accordance with the organization's policies and procedures, and with the safety of people and animals at the forefront of all activities.

Position supports and abides by the Siskiyou Humane Society, Inc. policies, as established by the Board of Directors and bylaws.

Position Summary: The DSO is a senior leadership position that requires strong organizational, interpersonal communication, and multi-tasking skills; a passion for supporting humane animal treatment and improving animal welfare; and a focus on serving community needs. This position requires a strong leader who has solid management skills and understands how to develop and maintain a budget and to use data to make sound decisions. Under the general direction of the Siskiyou Humane Society Board of Directors, the DSO oversees daily operations of the entire shelter and grounds, animal dispositions, and care of (both medical and nonmedical) all the animals, program-focused customer services, and safety net programs.

The DSO works directly with the staff, volunteers, Director of Business and Development and Board in furthering SHS program goals.

Education and Experience Requirements:

- High School Diploma or general education degree.
- A minimum of five years in a management or supervisory position, preferably in an animal welfare setting.
- Must possess a valid Driver's License and insurable driving record. Euthanasia-certificate or capable of certification within six months of hire.
- Strong motivational, management, communication, and interpersonal skills with coworkers, the Board, volunteers, and the public.
- Competency and comfort using word processing, database, spreadsheet, online file storage, report preparation, online collaboration platforms, operational management software, and social media systems.
- Must pass a criminal background check

Knowledge of the following is a plus

- State and local laws, regulations, codes, and ordinances relating to the proper treatment and sheltering of animals.
- Principles and techniques for properly handling and caring for injured, difficult and/or potentially dangerous animals, including exotics and wildlife.
- Basic husbandry and health care for shelter animals, equivalent to an unregistered Veterinary Technician.
- The hazards and safety precautions involved in operating an animal shelter.

Responsibilities

Shelter Operations

- Manages the shelter in accordance with established professional standards for humane facilities, ensures that operation of the adoption facility is compliant with statutory and regulatory requirements, as well as SHS mission, values, and policies.
- Maintains a clean and environmentally safe shelter environment for the benefit of the animals, staff, and visitors, ensuring safe functioning, ongoing maintenance and necessary replacement of all shelter equipment and supplies needed for the daily function of the Shelter.
- Maintains effective inventory control. Receives and tracks shelter inventory, including medical and pharmaceutical, and orders supplies to maintain cost-efficient inventory for operations, ensuring the facility receives competitive pricing. Monitors the control of and accurate reporting of all drugs and medical supplies used as required by the DEA.
- Acquires materials, supplies, and equipment, or directs the same, as the budget specifications and authorized expense categories warrant for the day-to-day care of the animals and shelter staff needs. The DSO is authorized to incur up to \$500 per expenditure, necessary for the day-to-day operation of the Siskiyou Humane Society. Any acquisition or expenditure in the amount greater than \$500 must be submitted to and approved by the Board of Directors in advance.
- Maintains shelter records and statistics that include but are not limited to animal population, adoption, euthanasia, transfer, foster and spay and neuter. Prepares management reports and other documentation as needed. Acts as Administrator for the database system.
- Responds to electronic and telephone messages in a timely and appropriate manner.
- Works with the Director of Business & Development and the Board's Finance Committee in the preparation of the Shelter annual budget for submission to the Board of Directors for its consideration and approval.
- Closely monitors income and expenses and works within the budget limitations set and approved by the Board of Directors. Responsible for fiscal integrity of Shelter expenditures including retention of receipts as per acceptable accounting practices.
- Reports monthly to the Board regarding shelter operational status. Keeps the Board fully updated on sensitive issues that could affect the reputation of SHS to possible litigation. Notifies the Board of Directors of needed policy changes.
- Documents and reports accidents in a proper and timely manner.
- Actively conveys grant opportunities to the Director of Business & Development.
- Carries out other duties and tasks as may be assigned by the Board of Directors.

Staff Management

- Sets standards for and monitors conduct of shelter employees to ensure that humane and kind treatment is implemented in care of all shelter animals at all times.
- Sets standards for and monitors conduct of shelter employees to ensure excellence in customer and client services and public perception of SHS mission.
- Prepares staff work schedules and assignments to ensure adequate staff levels daily to achieve animal and client care goals and a compliant workplace.
- Trains or provides scheduled training for all shelter staff; provides signoff to acknowledge staff is trained to perform their job responsibilities adequately and safely.
- Supervises Shelter Staff. This responsibility includes all aspects of the staffing cycle, including but not limited to:
 - o Delegate responsibilities to optimize staff autonomy and efficiency while providing guidance and advice;
 - o Mentor direct staff and provides opportunities for individual and career growth;
 - o Promote a culture of safety, transparency, teamwork, empathy and trust;
 - o Provide coaching, feedback, and discipline;
 - o Performance reviews; check-in meetings (@6-month) to assess KPIs and goals completion and annual review prior to salary review.
 - o Compliance with workers compensation laws of the state of California;
 - o Tracking of personnel compensated absences and overtime;
 - o Salary surveys and reviews;
 - o Hiring and Termination with prior Board approval
- Communicates pertinent information to staff and department supervisors in a timely and effective manner, including but not limited to monthly staff meetings.
- Communicates professionally to the public, staff, and the Board.
- Reviews and approves staff payroll and paid time off requests in compliance with SHS policies.
- Responds in a timely and appropriate manner to staff and volunteer needs and requests.
- Fosters teamwork, creativity, and innovation to meet SHS goals.

Animal Programs Management

- Develops, implements, and manages animal care programs and work methods according to best industry practices to meet the SHS mission of protecting, sheltering, and placing animals in need. Ensure the 5 freedoms are met at all times.
 - Ensures appropriate feeding, cleaning, grooming and animal handling.
 - Creates and oversees all animal behavior and enrichment programs.
 - Ensure all legal requirements are adhered to as it relates to services and animal control functions. Develop and implement a process for contract related dues.
 - Develop, and Implement all shelter programs including adoptions, foster care, and lost and found.

- Develop and implement Safety Net programs and oversee staff to assist members of the public with resources to keep their pets safely at home. Programs include but are not limited to a pet food bank, behavior/medical support, public vaccinations/medical care, individuals in crisis.
 - Develop and implement a strong foster care program to include neonates, moms and babies, injured/sick animals, adult dogs and cats, short-term fosters (day and overnight trips) and more.
 - Create a proactive customer service program that provides resources, education and communication regarding shelter, services and pet care education.
 - Ensures all front office policy and procedures are written and adhered too. Ensures the phones and emails are answered.
 - Ensures all animals have an exercise plan that includes walking, play groups and enrichment.
- Ensures staff evaluates animals for adoption and proactively markets animals for adoption on multiple venues and platforms, in a timely manner.
 - Ensures staff actively recruit, train, and maintain a vibrant volunteer base.
 - Answers public animal welfare, cruelty and neglect questions and complaints, and refers to appropriate agencies.
 - Demonstrates efficient and appropriate interaction with clients, promoting good public relations.
- o Deals with difficult, angry, and upset clients to achieve effective resolutions for SHS, the clients, animals, and the public.
- Performs health assessments, approves and arranges for appropriate veterinary treatment.
 - With The SHS Behavior Team, assists partners in the handling, capture and control of animals in emergency situations.
 - Serves on the Euthanasia Committee, performs animal euthanasia when required and oversees the euthanasia drugs and disposal of animal remains.
 - Ensures compliance with terms and conditions of animal control contract with local municipalities.
 - Collaborates with animal welfare and animal control agencies within Siskiyou County, including rescue groups, feral cat programs and wildlife rescue, to effectively provide accurate services, referrals, resources, and education to the community.
 - Participates in and supports special events, humane education, outreach, and fundraisers as needed.
 - Works with Behavior and Training Coordinator and Program Coordinator in development and implementation of appropriate training curriculums for staff and volunteers.

Working Conditions

Work Environment: Most work is performed in a normal shelter setting; potential for exposure to zoonotic diseases; potential hostile persons and exposure to dangerous and fractious animals; exposure to high noise levels; potential for animal bites and scratches when handling animals;

exposure to cleaning products; exposure to various weather conditions. Weekend and evening work is required.

Physical Activities Include: Must be able to lift 50 lbs. without assistance and heavier amounts with assistance; sitting at a desk, performing data entry; driving shelter vehicles; bending, squatting, cleaning, crawling, performing physical examinations on animals, animal restraint, handling needles and syringes.

Compensation

Starting Salary Depends on Experienc. A benefits package including two weeks vacation, sick leave, holidays. An initial three month and six month performance evaluation will be conducted by the Executive Committee of the Board of Directors. A 3% pay raise will be earned upon successful evaluation of the six month performance evaluation. From there on, performance evaluations will occur annually at the end of the fiscal year (December), prior to salary review. Annual raises will be based on performance reviews.