



Wood County Humane Society
801 Van Camp Road, Bowling Green, OH 43402

Position Title: Assistant Shelter Manager

Supervision: Shelter Manager
Works closely with Board of Directors

Job Description Full-time non-exempt position, hourly wage negotiated. The Assistant Shelter Manager assists the Shelter Manager in providing leadership and oversight of all WCHS shelter operations. Assists in ensuring high quality animal care, efficient animal flow, outstanding customer service and the allocation of shelter resources.

Responsibilities and Duties:

Under the leadership of the Shelter Manager, assists in the following activities:

- Direct and monitor all aspects of animal care using established best practices in animal husbandry and sheltering. This includes cleaning, feeding, housing, intakes, and adoptions.
- Responsible for conducting daily shelter rounds to ensure staff's work is completed and animal flow-thru is continuing in a timely manner
- Evaluate, train, discipline, and mentor shelter staff. Develop and grow staff members' competency by providing timely and effective performance evaluation, informal feedback, responsive coaching, and ongoing support to direct reports. Provides input to Shelter Manager for annual employee reviews
- Respond to customer complaints and work to develop positive solutions
- Develop, maintain, and update departmental SOP's as needed.
- Work with volunteer coordinator to define shelter needs and roles of volunteers
- Share on call duties for partner agencies
- Ensure shelter is in compliance with all federal, state, and local laws and ordinances, as well as OSHA regulations

Additional Responsibilities:

- Responsible for ordering of routine shelter supplies, including (but not limited to) office supplies, food, and disposals
- Responsible for oversight of the Foster Care Program, including developing and maintaining foster manuals, organizing and monitoring the transfer of animals to and from foster, recheck appointments, and responding to questions from foster volunteers
- Coordinate and manage care of animals at offsite adoption locations
- Demonstrate core values of organization in all actions and interactions, internal and external
- Serve as role model for a positive workplace culture, provide recognition and support to staff
- Serve as role model for timely, polite, and respectful internal and external customer service regardless of circumstances. Ensures every individual who interacts with WCHS is treated as a potential donor
- Responsible for responding to calls and emails in a timely manner
- Assist staff in their assigned duties when necessary
- May be called upon to give presentations or serve as point person for media requests for information
- Other duties as assigned

Position Requirements:

High school diploma or equivalent, higher education and/or related experience preferred

Maintain a valid driver's license and be insurable by shelter insurance company. Able to drive own vehicle as needed

Requires flexible hours, includes working on weekends, evenings, and holidays

Strongly suggest maintaining current Tetanus vaccination.

Able to lift and carry 40lbs.

Comfortable interacting with the general public and ability to communicate well both orally and written

Excellent interpersonal and supervisory skills. Ability to remain calm, flexible, and open to other perspectives in stressful situations. Able to deliver friendly, courteous, and respectful customer service

Have operating knowledge of Microsoft Word, email, Facebook and Excel, able to learn shelter software

Certified Euthanasia Technician or willing to become certified

Utilizes appropriate safety procedures for self and the public. Aware that risk of job related injury, disease or infection exists

I have read, understand, and agree to comply with the above information.

Employee signature: _____

Date: _____

Supervisor's signature: _____ Date: _____ Employment start date:

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