Shelter Services Manager

Department: Shelter Services
Reports to: Director of Operations
Direct Reports: 10-12
Status: Full-time, exempt
Schedule: 40 hours, variable
Salary: $42,000-48,000/year

Mission and Values: Foothills Animal Shelter’s mission is: Providing support to our surrounding community through education, services that strengthen the human-pet bond, and humane care for the animals we serve.
All employees and volunteers are expected to embody the Shelter’s Values which are to have honesty and integrity in all that we do, with the following values as our guide:
• Stewardship: Assume responsibility and ownership for our actions within our shelter and our community.
• Positive Culture: Create a safe, supportive environment for the health, wellbeing, and development of staff and volunteers.
• Openness: Nurture an innovative, inclusive, and creative environment that cultivates conversations and relationships that actively work towards the future.
• Team Oriented: Build relationship, embrace teamwork, and foster collaboration in pursuit of our Mission.

Position Summary:
The Shelter Services manager will play a critical role in maintaining the integrity and positive reputation of Foothills Animal Shelter by ensuring excellent customer service, sharing a breadth of information during public inquiries, and ensuring the expedient care and treatment of animals. This is an exciting opportunity for quick-thinking, proactive problem solver who can organize many moving parts and effectively engage visitors and community partners in a variety of situations. We are seeking a leader who thrives in an unpredictable environment and has a passion for animal welfare. The successful candidate will be a positive influence on those they encounter, be quick to respond to those who need assistance, and understand the importance of accuracy in information-gathering.

Responsibilities:
Program Management:
• Oversees the Shelter Services team, including volunteers to ensure proper procedures for adoption services, surrenders, redemptions, intakes and pet licensing are carried out in accordance with established policies and procedures and in a manner to assure animal protection and customer satisfaction.
• Creates staff schedules, hires and trains staff, prepares and presents staff performance reviews and disciplinary actions.
• Provides orientation, one-to-one training, support and guidance to new Shelter Services staff and volunteers to ensure they possess the skills and knowledge needed to perform their jobs to the highest level.
• Ensures proper procedures for animal flow are adhered to and animals are moved along efficiently, safely with regards to their health and behavior.
• Works closely with Director of Operations regarding animal control partnerships, communications and cases and oversees the Animal Control Liaison position.
• Supports the Volunteer Manager in training, managing and scheduling Shelter Services volunteers.
• Oversees the processing and collection of fees and other customer transactions.
• Plans the day’s projects and assigns the team to complete those tasks.
• Supports the Director of Operations in developing the annual budget and operates within the approved budget.
• Support in reviewing, updating and creating Shelter Services standard operating procedures to ensure all animals and patrons at FAS are receiving the highest level of care and customer service.
• Manages PetSmart offsite adoption locations.
• Oversees vaccine clinics, supporting staff and volunteers regarding scheduling and training.

Customer Care:
• Provides excellent customer service to all patrons entering FAS serving as a model to staff and volunteers.
• Builds sustainable relationships and engages customers.
• Supports and works collaboratively with all staff to ensure the highest level of communication.
• Supports Shelter Services Staff to resolve patron disputes regarding fees, restitution and others to ensure conflict resolution.

Miscellaneous:
• Handles licensing issues and complaints from Agency Animal Control divisions and members of the public.
• Supervises the licensing duties of support staff.
• Ensures all relevant communications, records and data are updated and recorded.
• Collaborates with managers, coordinators and leadership to gather information and resolve issues.
• Supports reunification efforts for lost and found animals.
• Serves as a positive role model to staff and volunteers.
• Provides research and analytics as requested by the Director of Operations.

Knowledge, Skills, and Abilities:
• Proficient in using information systems, databases and Office365. Experience with Shelter Buddy preferred.
• Highly organized and detail-oriented with very strong analytical and problem-solving skills.
• Strong writing skills with the ability to create both procedural and/or creative and informative documents.
• Ability to create and maintain highest levels of confidentiality when dealing with proprietary information and sensitive situations.
• Commitment to training programs that maximize individual and organization goals across the organization.
• Excellent communication and relationship-building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
• Solid animal handling and behavior knowledge focused on positive training methods.
• Personal qualities of integrity, credibility, and dedication to the mission of Foothills Animal Shelter.
**Required Experience and Education:**
- Bachelor’s degree or equivalent experience a must.
- Minimum three years in a customer-service focused role.
- Animal welfare experience is required.
- Three years managing people and teams preferred.

**Working Conditions:**
- Occasionally on call 24 hours a day, 7 days a week.
- Must maintain flexibility in work schedule to respond to emergencies or work as needed.
- Noise, odors, chemical fumes, animal hair and dander are encountered due to equipment and animals.
- Subject to animal bites and scratches.
- Must be able to manage the emotional aspect of end of life services and humane euthanasia, and support employees in high-emotion circumstances.
- Occasional lifting of up to 50 lbs. with reasonable accommodations.

**Equipment Used:**
- Office equipment and personal computer.
- Cloud-based software (Shelter Buddy, PetData, Office 365, etc.).
- Animal handling equipment and tools: leashes/leaders, muzzles, hide boxes, shields, behavior assessment tools, catch poles, and squeeze gates.

**About:** As an open admission shelter, our doors are always open to pets in Jefferson County and we are committed to serving our community as a socially-conscious shelter. We care for more than 8,000 orphaned cats, kittens, dogs, puppies and critters every year with a compassionate team of 50 staff and 500 volunteers. We are a community resource and offer a variety of services including pet adoption, Jefferson County pet licensing, affordable spaying and neutering, vaccinations, microchipping and lost and found pets. The Shelter is established under an intergovernmental agreement between Jefferson County, the City of Arvada, the City of Lakewood, the City of Wheat Ridge, the City of Golden, the City of Westminster and the City of Edgewater.

**Benefits:** Foothills Animal Shelter offers a competitive total compensation package. Employees become eligible for medical, dental, vision, retirement plan (employee funded), life insurance, long term disability, and an array of supplemental benefits at 60 days of employment. Foothills covers 100% of the premiums for one of our three medical plans, dental, vision, life insurance ($10,000) and long-term disability. Employees earn sick and vacation time each pay period, plus several recognized holidays. After one year of employment, employees are eligible for a 401K retirement plan that we will match up to 3%. Employees also have access to an array of discounted programs including pet food, cell phones, travel, pet insurance, clothing, entertainment tickets, etc.

**To apply:**
- Email a cover letter and resume detailing your qualifications and experience as it relates to this opportunity to ecummins@fas4pets.org by March 20, 2020.