



**845 West Ridge Road, Gainesville, GA, 770-532-6617, [www.HSNEGA.org](http://www.HSNEGA.org)**

**POSITION:** Shelter Manager  
**REPORTS TO:** Director of Shelter Operations  
**GRADE LEVEL:** Experienced  
**HOURS:** 40 hours  
**CLASS:** Full-time, salaried, exempt

### **SCOPE OF POSITION**

The Shelter Manager oversees the day-to-day performance and operations functions of the Humane Society of Northeast Georgia's (HSNEGA) Adoption Center and Animal Care and Enrichment departments.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide supervision to the Animal Care and Enrichment and Adoption Center teams including coordinating work schedules, evaluating work results, and providing/coordinating training to improve performance.
- Oversee daily animal care including ensuring the cleaning/ sanitation of kennels/equipment is completed on an on-going basis and in a humane, effective and efficient way.
- Ensure animals are being cared for, treated and medicated properly and be constantly aware of the animals' conditions
- Ensure staff keeps accurate records for all animals.
- Proactively manage disease control and animal health programs; work with the Director of Shelter Operations to report any disease issues to appropriate agencies.
- Serve as a liaison to regional animal welfare/control agencies as needed.
- Work with the Director of Shelter Operations to provide support in the screening, hiring, training and evaluating of employees; directly manage confidential employee records/files.
- Supervise direct reports following protocols and procedures as outlined in the current employee manual and standard operating procedures manual.
- Provide timely evaluations and accountability as needed for direct reports in accordance with the current employee manual.
- Prepare all staff assignments and schedules to ensure operations are covered and in accordance with budgetary guidelines.
- Make regular inspections to ensure work of staff is accomplished according to standard operating procedures. Responsible for providing direction and coaching to staff members to ensure proper completion of the work
- Conduct and participate in meetings with staff to review procedures, discuss workplace issues and share ideas. Meet with the Director of Shelter Operations regularly to develop long-range programs in alignment with the strategic plan, review policies and procedures, and budgetary issues.
- Provide or coordinate staff training as needed to promote staff development and safety.
- Perform ACE or Adoption Center duties when short staffed or as needed

### ***Other Duties***

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- Assist with the development of operational policies, procedures and protocols.
- Remain current on state/federal/best practices, rules and regulations governing animal welfare facilities.
- Anticipate problems before they arise and take actions to mitigate them.
- Assist with staff development through staff meetings and formal programs/seminars.
- Monitor issues associated with the effective operation of the shelter; always advising the Director of Shelter Operations of situations/happenings either complimentary or detrimental to HSNEGA or the animals.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in specific job description.

### ***Physical Requirements and Work Environment***

- Regularly sits at a computer station and operates electronic equipment.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals and be able to tolerate noxious odors and high noise levels.
- Must be able to work standing for 6 or more hours and be able to bend/kneel repeatedly and have a reasonable degree of agility to move through tight areas in various situations.
- By nature of the industry, consistently exposed to animals/animal allergens under conditions with limited alternatives available. There also may be occasional exposure to sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must be able to successfully handle routine and difficult public contacts and have excellent conflict resolution skills.
- Must be able to deal with an often fast paced and changing workload which at times can be stressful.
- Must be able to lift and/or move up to 50 pounds, and occasionally more than 50 pounds with or without assistance.

### ***Knowledge, Skills and Abilities***

- Minimum of two (2) years of prior animal shelter management experience.
- Associate's or Bachelor's degree preferred, but professional experience and certifications may be substituted for education.
- Working knowledge of breeds, diseases, medical conditions, and animal handling and behavior.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrated experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Demonstrated ability to work with different software programs including MS Office.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- Ability to exercise complete discretion when dealing with confidential information.

*This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship*