



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ANIMAL SHELTER MANAGER
(ANIMAL SERVICES DIVISION)
PARKS, RECREATION, AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
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GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position provides leadership, overall administration and technical expertise for the Animal Shelter operations and services. Reports to the Director of Parks, Recreation and Tourism.

ESSENTIAL JOB FUNCTIONS

Oversees and develops short and long-term strategic goals pertaining to the shelter's planning, development, design and operational processes; develops and recommends policies and procedures; recommends internal branch organization; establishes and implements management systems to effectively meet operating goals and objectives. Coordinates strategic planning and cooperative agreements with other animal shelter and animal control agencies, community representatives and related regulatory organizations.

Responsible for the effective supervision and administration of the Regional Animal Shelter to include performance management, employee relations, reporting and record keeping, and prioritizing, scheduling, and assigning work and related activities. Evaluates the need to fill vacant positions and recommends changes to allocated positions and structure as needed; coordinates shelter volunteers.

Prepares annual shelter operating budget, including program and project estimates. Monitors revenue and expenses in relation to annual budget and regularly reviews and modifies procedures to maintain efficient and effective services. Researches and pursues various non-budgeted funding opportunities, such as grants, partnerships, donations and cooperative agreements to expand the effectiveness of adoptions, outreach, animal care, and similar programs. Ensures the safety, sanitation and general maintenance of the facility. Regularly inspects shelter property for needed repairs and coordinates work as necessary to maintain buildings and grounds.

Oversees animal admissions, custodial and remedial care, adoptions, and euthanasia in accordance with applicable federal, state and local regulations. Maintains a variety of files, records and statistics related to animal population, adoption, vaccinations, spaying and neutering, euthanasia, and incident reports. Coordinates with veterinarians regarding specific animal health issues. Ensures shelter operates under a humane philosophy and that the public receives accurate information. Coordinates various public relations programs and activities through local media outlets and community events to promote responsible pet ownership and animal adoptions.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Animal Shelters - Knowledge of federal, state and local laws, codes, ordinances, policies and procedures relevant to animal shelters to include custodial and remedial care, adoptions, euthanasia, animal behavior and basic care. Knowledge of the proper use, secure storage and disposal of lethal chemicals, syringes and related equipment.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to effective animal care, maintaining sanitary conditions and overall health of shelter animals, and other work related precautions.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service - Knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of tasks with reasonable speed and accuracy.
- Judgment/Decision Making - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Anticipates, identifies and evaluates potentially dangerous, unusual or deviating situations. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

REQUIRED ABILITIES

- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in a related field and 5 - 7 years of experience in animal shelter operations and management or a related field, with 2 - 3 years supervisory and administrative experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Acceptable general background check to include a local and state criminal history check, sex offender registry check and a valid driver's license with an acceptable driving record.

This position requires satisfactory results from a pre-employment medical evaluation.

PHYSICAL REQUIREMENTS

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20 - 50 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, explosives, disease, pathogenic substances, or rude/irate customers