



JOB ANNOUNCEMENT
CITY OF TROY, AL
INTERNAL



CLASSIFICATION TITLE: Animal Shelter Director

FLSA DESIGNATION: EXEMPT, UNCLASSIFIED

OPENING DATE: 05/20/2019

CLOSING DATE: 05/28/2019

SUMMARY DESCRIPTION:

Under limited supervision, this position provides leadership, overall administration and technical expertise for the Pike Animal Shelter operations and services. Reports directly to the Mayor.

REPRESENTATIVE DUTIES: Under the Direction of the Mayor:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Directs the daily operation of the shelter; oversees animal care, on-site animal receiving and adoptions, fostering, and volunteer programs. Ensures the safety and sanitation of kennels and adoption areas, to protect the health of animals and people. Responsible for assuring that policies and procedures are followed.
2. Ensures that accurate and complete records for animals, adoptions, staff and volunteers, safety policies, and facility maintenance are maintained as required by Pike Animal Shelter policies, City contracts/ordinances and state and federal laws.
3. Ensures that all animal care and facilities policies, procedures, and programs are regularly reviewed and modified in an efficient manner. Stays abreast of current animal welfare issues as well as the changing needs of the community. Attends relevant workshops/seminars (with approval of the Mayor) and maintains professional relationships in the field.
4. Regularly compiles and presents reports to the Mayor on facility operations and activities. Coordinates efforts to develop long-range programs and review policies and procedures. Apprises the Mayor of important issues, problems, and new ideas regarding shelter management and animal care and welfare.
5. Evaluates new and on-going shelter projects regularly to determine and implement needed changes. Regularly reviews facility policy and procedures manuals and standard operating procedures to assure compliance with local, state and federal guidelines, and the facility mission.
6. Directly responsible for supervising, evaluating, training, disciplining, and development of all animal care personnel. Regularly reviews and evaluates job performance. Addresses employee grievances and complaints. Maintains a working environment that attracts and retains high quality staff.
7. Schedules both paid and non-paid shelter staff and ensures the shelter facility is adequately staffed to provide proper care and maintenance 365 days a year. Regularly inspects all shelter areas to ensure work is accomplished, animals are cared for, and facility is sanitary. Monitors safety compliance of staff and volunteers. Works outside of normal shift hours to provide back-up care for animals if required.
8. Meets with the animal care staff, office staff, and/or volunteers on a regular basis to review operations,

procedures, and problems. Works positively and collaboratively with staff to achieve shelter goals. Institutes staff training to assure staff is aware of new and revised policies, procedures, rules and regulations, and to share ideas to improve animal care.

Animal Care

1. Assesses the general health of the shelter animals on a regular basis for signs of stress, illness, injury, aggressive tendencies (either towards humans or other animals) and abnormal behaviors. Works cooperatively and professionally with contracted veterinary staff and animal control/law enforcement personnel to ensure animals are provided proper medical care. Reports any significant physical, behavioral or emotional issues regarding the shelter animals.
2. Ensures animals are cared for daily to include proper feeding, watering, shelter and monitoring for signs of disease, injuries, and abnormal behavior. Maintains all animals in a clean, comfortable living environment, and ensures animals are provided veterinary care and treatment in a timely fashion.
3. Works cooperatively with contracted veterinary offices to ensure all adoptable animals are sterilized in accordance with the state of Alabama. This includes making appointments, providing safe transportation to and from surgical facility, providing post-surgical monitoring and minor first aid to sterilized animals, reporting any post-surgical complications to veterinary staff in an expedient manner. All major, serious wounds and/or clinical signs of disease require hands-on evaluation by a licensed veterinarian and/or certified/licensed veterinary technician.
4. Maintains shelter records for each animal including: animal population each day, adoption records, spay neuter status, vaccination, current health observations and treatment & behavioral records and cage/kennel cards.
5. Directs the socialization and training of animals to increase their adoptability. Trains and socializes in accordance with accepted humane handling techniques and advice from approved animal behavior specialists.
6. Oversees all inventories and ordering of shelter supplies, cleaning solutions and equipment, and assures that appropriate quantities of all supplies are on hand at all times.
7. Maintains pharmacy inventory and ordering, laboratory test submissions and orders.
8. Facilities maintenance tasks for the shelter facility to keep it a safe and clean environment for animals, staff, volunteers, and visitors. Ensures that all equipment used in the operations of the shelter facility is maintained in proper, safe working order.

Customer Service and Outreach

1. Develops and maintains positive, professional relationships with the public, staff, veterinary staff, volunteers, and others.
2. Responds to public inquiries in a courteous manner; provide information within the area of assignment; resolves complaints in an efficient and timely manner.
3. Oversees animal receiving and adoptions, and ensures that the public is provided accurate information and friendly service. Responds to complaints about staff, animal care, and policies. Takes control of tense situations with distraught or angry customers and assists staff with resolution of difficult situations. Quickly and appropriately notifies the Mayor about situations that are of an extreme nature.
4. Positively promotes and facilitates adoptions and fostering. Provides accurate information about available animals, insuring web-based list or available animals is kept up-to-date, reviewing all adoption agreements and animals records for accuracy and completeness prior to release of animal. Works with recognized, professional breed rescue groups and other humane organizations on possible transfer or

certain animals in order to increase chances of placement with responsible qualified owners.

5. Participates in special projects as needed, including annual fundraising events and employee development programs.
6. Performs security checks of buildings and facilities; observes and reports unauthorized persons in City facilities.
7. Drives vehicles when required.
8. Performs other duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Must have a deep concern for the humane treatment and compassionate care of animals.
- Bachelor's degree in animal science, animal welfare, or closely related field, or an equivalent combination of education and professional experience.
- Two years of management or supervisory experience in an animal shelter, humane organization, animal care facility, or similar business.
- Excellent evaluation and assessment skills in the areas of animal health, temperament, human/animal bond, home environment, and successful adoption guidelines.
- Demonstrated competency in animal care tasks such as medication administration, physical examination, behavioral screening examination, animal hygiene care, nutrition, socialization, and cleaning of animal environment per procedures. Ability to identify animal species, breeds, ages, sexes. Ability to identify signs of animal illnesses and injuries.
- Exceptional work ethic with excellent interpersonal, organizational, and planning skills. Ability to exercise independent judgement as appropriate and to work independently with little direct supervision.
- Demonstrated exemplary communication skills to include knowledge of interviewing techniques, public speaking, skill in writing and editing and ability to express thought orally in a clear manner. Will be required to communicate effectively with the public, administrative staff, government officials, veterinary, animal care and behavioral professionals, media, college students and faculty, members of the public and donors, etc. Must be able to work with various personalities, ethnicities, social and age groups, and maintain tact and professionalism at all times.
- Ability to promote team work.
- Ability to build alliances with community organizations and agencies. Ability to establish and maintain effective working relationships with vendors.
- Demonstrated supervisory knowledge including principles and techniques of effective supervision.
- Ability to train and direct staff activities effectively.
- Ability to manage conflicts, disputes and grievances.
- Ability to balance many tasks and be flexible in prioritizing workload.
- Demonstrated knowledge of local, state and federal regulations as related to the animal shelter facility and its operations
- Must be able to use common PC software programs, to use the internet and email to communicate and gather information pertaining to shelter business, and must be able to use telephone, facsimile, as well as other common office equipment.
- Safe work practices.
- Safe use and storage and cleaning of equipment.
- Occupational hazards and standard safety practices.

MINIMUM QUALIFICATIONS - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

1. High school diploma or GED.
2. Must have a valid Alabama Driver's License a good driving record and proof of insurance.
3. Subsequent to job offer, must submit to and pass a pre-employment physical, and drug and alcohol screening.
4. Subsequent to job offer, position subject to satisfactory background check.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

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| Essential Physical Abilities |
| Work is primarily performed in both an indoor and outdoor setting. Job requires medium to heavy physical labor regarding many daily responsibilities including lifting and moving of animals and cages. Lifting of 50 pounds is expected. |
| Supervisory Control |
| The Mayor assigns work in terms of general instructions. The Mayor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results. |
| Guidelines |
| Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application. |
| Complexity |
| The work consists of operational and maintenance duties related to the daily operation of the Pike Animal Shelter. The ability to oversee all aspects of the daily operation of the facility contributes to the complexity of this position. |
| Scope & Effect |
| The purpose of this position is to provide management and support to the Pike Animal Shelter. Success in this position results in greater effectiveness of the Pike Animal Shelter. |
| Personal Contacts |
| Contacts are typically with clients, employees, co-workers, support agencies, and members of the general public. |
| Purpose of Contacts |
| Contacts are typically to give or exchange information, resolve problems, and provide services. |
| Work Environment |
| The work is typically performed in an indoor and outdoor setting, 12 months out of the year. |
| Supervision Exercised |
| None |

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

CITY OF TROY
HUMAN RESOURCES DEPARTMENT
301 CHARLES W. MEEKS AVE.
TROY, AL 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION.

The City of Troy is an Equal Opportunity Employer.