

Director of Shelter Operations



The Athens Area Humane Society is a donor-supported, non-profit, no-kill organization dedicated to lowering euthanasia rates through rescue, adoption, spay/neuter, education, and pet retention programs. AAHS provides for the rescue and care of more than 5,000 animals in the Athens area annually. Established over 25 years ago, AAHS is a group of animal welfare activists whose mission is to rescue, spay/neuter, and find homes for animals in Northeast Georgia and beyond.

Position Overview:

At the Athens Area Humane Society, we are passionate about connecting people and pets. As a trusted resource for our community, we create lasting adoptions, provide quality veterinary care and spay/neutering, and inspire compassionate action through education and awareness. We are innovative, we are passionate, and we are committed. In partnership with our community, we end animal homelessness.

The Director of Shelter Operations is responsible for creating best practices that align with strategic goals, developing and leading an effective team of shelter managers and associates to promote the organization's mission of lowering area euthanasia rates through adoption, spay/neuter, education, and pet retention programs.

Operational responsibilities include assuring all animals are afforded a humane and compassionate environment while maintaining a high-level of customer service both internally and externally and complying with policies and procedures that align with community needs.

As a member of the Executive Team you will be responsible for developing operational plans to achieve strategic goals for sustainability and growth. You will participate in annual budgeting and planning, development and oversight of critical policies and procedures, human resources functions and program development to further our mission.

Job Summary:

Under the direction of the Program Director, the Director of Shelter Operations is responsible for the day-to-day management of the AAHS Shelter. This includes: oversight of Shelter staff to ensure maintenance of sanitary and humane conditions for all animals; implementing health and safety SOPs; monitoring the health (mental, emotional and physical) and progress of all animals; confirming all available space is effectively utilized; planning and implementation of humane action plans for all animals; and representing the AAHS to the public as needed in support of the AAHS's mission.

This position performs in accordance with the organization's expectations for animal care, teamwork, interpersonal relations and actively contributes to improving service delivery, communication and consistency.

Primary Responsibilities:

Staff Supervision

- Directly supervises and oversees the work of the Team Lead, Foster Coordinator, Animal Caretakers, Guest Experience Coordinators and department volunteers.
- With the support of Human Resources, participates in interviewing, hiring, evaluating and if necessary, terminating employment.
- In conjunction with Human Resources, ensures new hires, evaluations, performance improvement plans, documentations, and employment terminations are performed in accordance with the current policies in the Employee Handbook.
- With the support of veterinary staff, ensures Shelter staff maintain required training to include vaccination, animal welfare and safety protocols and competency.
- Ensures Shelter staff and volunteers are being appropriately supervised and are compliant with AAHS SOPs.
- As a member of the Executive Team, provides creation and oversight of training and curriculum inclusive of the needs of the Shelter staff.

Shelter Operations

- Ensure all incoming dogs and cats in the care of AAHS are afforded the 5 Freedoms
 1. *Freedom from hunger and thirst*
 2. *Freedom from discomfort*
 3. *Freedom from pain, injury, and/or disease*
 4. *Freedom to express normal behavior*
 5. *Freedom from fear and distress*
- Responsible for oversight of daily rounds by Shelter staff to monitor animal health, collect animal census, review space allocation, and ensure plans for specific animal needs are being followed.
- With the support of the Clinic, provides oversight of the medical care and response to treatment of all animals.
- In conjunction with clinical staff (veterinarians and RVTs), Program Director and assigned staff, evaluates and implements medical treatments and diagnostics.
- Monitors and assists Lead Animal Caretaker in facilitating transfers to and from other facilities.
- Oversees the accuracy, timeliness and consistency of behavioral assessments and creates action plans with staff for animal enrichment.
- Oversees the creation and quality control of curriculum used for training throughout the Shelter and in support of contracted training.
- Oversees counseling conducted by shelter staff for receiving and surrenders with regard to medical and behavioral relinquishments.
- Oversees the planning and execution of Shelter staff's monthly work schedule, electronic timecards, and time off requests (paid and unpaid).
- Assists community with animal cruelty or neglect complaints; providing support with legal statements or public appearances on behalf of AAHS, if requested.
- Partners with Director of Finance and Operations and all department managers to ensure all Volunteers and Court Appointed Volunteers are receiving appropriate supervision and are operating under AAHS guidelines when volunteering in animal areas.
- Reviews and presents reports and program data and participates in staff- and/or board meetings.
- Coordinates with clinical staff in making decisions about ongoing treatments.
- Continually reviews and/or updates SOPs for Shelter operations with Program Director and clinical staff; works with AAHS staff to create new or revised SOPs as needed.
- Performs other tasks needed for the well-being of the animals in the care of AAHS and/or as directed by the CEO.

Executive and Organizational Leadership

- Participate in executive and board meetings/discussions/decisions, as requested
- Participate in strategic visioning and management
- Ensure that organizational processes are best practice, effective, and aligned with community needs
- Oversee internal policies, processes, and procedures and initiate changes as needed to maintain and enhance the organizational efficiency and effectiveness.
- Support executive and board leadership in maintaining the focus, structure, and direction by providing reports in a timely manner
- Participate in discussions regarding facilities, structural use, and structural improvements
- Participates in budget development; monitors financial position of the Shelter; ensures prudent use of resources; and prepares financial and administrative reports, as requested.

Knowledge, Skills, and Abilities:

- Building Effective Teams
- Business Acumen
- Conflict Resolution
- Decisiveness
- Ethics and Values
- Managing Vision and Purpose
- Motivating Others
- Process Management
- Strategic Agility

Qualifications:

- Associate's degree and 3-5 years shelter experience. Bachelor's degree preferred.
- Five years of professional experience working with animals in a kennel, shelter, or veterinary hospital.

Job Type: Full-Time, Exempt I Reports To: Program Director I Department: Adoption Center

- Three years of supervisory management experience.
- Knowledge of domestic animals including breeds, behavior, appropriate care and housing, common health problems, disease symptoms and handling techniques is required.
- Excellent communication, public relations, and written skills.
- Ability to communicate clearly AAHS's mission and humane care and treatment of animals to the public and staff.
- Intermediate level computer skills using standard Microsoft Office programs such as Word and Excel as well as Google applications required.
- Experience with PetPoint® systems preferred.
- Ability to function well as a team member.
- Ability to build and lead a team.
- Must be able to work flexible hours, including potentially evenings and Saturdays, in a fast-paced setting.

Physical Demands and Work Environment:

- Ability to communicate effectively in English.
- Ability to restrain animals in a safe and appropriate manner.
- Ability to lift and/or move up to 50 pounds.
- Ability to clean the kennel and deal with offensive odors.
- Ability to comfortably interact with animals, including wildlife.
- Ability to sit, talk, hear, stand, walk; use hands and fingers, handle or operate objects, reach with hands and arms; climb and balance; stoop, kneel, crouch, and crawl.
- Ability to move throughout the building as needed to meet the requirements of the job.
- Physically able to be exposed to cleaning chemicals and offensive odors.

To Apply:

Please email resume and cover letter explaining why you're the best candidate for the position to Jed Kaylor, Program Director, at jed@athenshumanesociety.org.

Disclaimer:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

EEO Policy Statement:

It is the policy of AAHS to afford equal employment opportunities to all qualified individuals without regard to their race, color, ancestry, religion, sex, sexual orientation, national origin, caste, age, physical or mental disability, citizen status, veteran status, gender identity or expression, bankruptcy status or any other characteristic or status that is protected by federal, state or local law.