

**Shelter Operations Manager**

Bargaining Unit: Non Represented

Class Code:  
B90604**SALARY RANGE**

\$22.55 - \$31.56 Hourly  
\$3,664.17 - \$5,128.10 Monthly  
\$43,970.09 - \$61,537.23 Annually

**GENERAL PURPOSE:**

The position allocated to this classification performs administrative and management work supervising the resources, operations and personnel of the Shelter Operations Division of the Spokane County Regional Animal Protection Services (SCRAPS) Department. The incumbent serves as part of the department management team. Under the administrative leadership of the Director of SCRAPS, work is performed with considerable independence within established scope of responsibility and authority and is reviewed through reports, conferences and meetings. This classification is distinguished from the Shelter Technician series by the emphasis on administrative, supervisory and oversight responsibilities.

**ESSENTIAL JOB FUNCTIONS:**

- Manages the Shelter Operations Division personnel, including making hiring recommendations/decisions, training, assigning and evaluating work and administering disciplinary actions as needed. Prepares work schedules; approves vacations and other scheduled time off; coordinates weekly staff assignments. Conducts division staff meetings on a regular basis; ensures the division runs smoothly, functions efficiently and coordinates effectively with other SCRAPS divisions. Fosters an inclusive, positive work environment; maintains open communication; ensures staff function as an effective team.
- May participate in labor negotiations.
- Develops and implements policies, procedures, goals and objectives, work standards and training sessions in the areas of shelter maintenance and operations, animal care, medical and disposition; establishes division priorities with consideration for long range goals, plans and objectives.
- Participates in the development, justification and administration of the division's annual operating budget; provides data and assists in forecasting additional funds needed for staffing, equipment, materials and supplies; assists in the monitoring of and approval of expenditures.
- Reviews reports and recordkeeping activities filed by assigned personnel for completeness, accuracy, adherence to laws, ordinances, regulations and codes, as

well as policy and procedure guidelines.

- Responds to and resolves citizen complaints concerning the care and disposition of animals.
- In the absence of the Director, Office Operations Manager and/or Field Operations Manager, supervises and monitors a variety of activities assigned to office staff, including radio dispatching, telephone answering, customer service, the issuing of licenses, record-keeping, etc.
- Monitors the use of medications and hazardous substances used by staff in accordance with state and federal regulations. Maintains related records and participates in audits/inspections by outside agencies. Monitors and ensures appropriate staff certification and licensing requirements.
- Monitors the animal live release rate and keeps animal related statistics for reporting purposes; compiles related data, prepares complex reports.
- Oversees euthanasia decisions; maintains and oversees the operation of the crematorium.
- Oversees the Behavior & Transport Specialist staff, responsible for temperament testing and rescue partner placement. Cooperates with the Special Programs Division regarding animals needing foster placement.
- Oversees health examination and vaccination requirements for all impounded animals pursuant to SCRAPS policy and procedures.
- Monitors health of impounded animals and takes the lead on coordinating veterinary evaluations/treatment and spay/neuter surgeries for shelter, foster, and outreach animals with Shelter Veterinarian and Licensed Veterinary Technician. In conjunction with Shelter Veterinarian and Licensed Veterinary Technician, oversees provision of veterinary care by Shelter Technician staff.
- Promotes humane awareness towards care and treatment of animals through education and by example.
- Maintains effective and efficient public relations when dealing with the public; serves as Shelter Operations Division liaison before interested groups, in relation to animal care and sheltering.
- Performs duties of lower-level classifications, as needed in emergent situations, to provide adequate coverage and customer service; works as a team with division staff to ensure cross functionality and back up support as needed.
- Promotes safety in the workplace; responsible for MSDS reporting, fire safety inspections, etc.; coordinates with Risk Management to ensure compliance with safety requirements and the utilization of best practices in the workplace.
- Coordinates shelter inventory to assure that necessary supplies, medication and vaccine is on hand; oversees related purchasing and ordering functions.
- In coordination with the Facilities Department and other SCRAPS staff, oversees SCRAPS building maintenance.
- Develops and maintains an alternative employment resource program to include community service, Career Path, AARP and/or other social service programs; serves as a liaison with involved community agencies.
- Performs other related duties as required or assigned.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Associate degree in Animal Sciences, Business Administration, Public Administration, or a related field.
- Three (3) years of experience performing duties related to the work activities and responsibilities of the position, including one (1) year in a lead/supervisory role.
  - An equivalent combination of related coursework and/or experience may be considered.
- Valid lawful driver's license must be maintained throughout term of employment.
- Successful completion of the Washington State Board of Pharmacy legend drug certification and CPR/First-Aid certification within six (6) months of hire.

- Successful completion of certification for SAFER temperament testing requirements by the American Society for Prevention of Cruelty to Animals (A.S.P.C.A.).
- Requires successful completion of criminal background check.  
**NOTE:** Weekend shift work may be required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of laws, codes and regulations pertaining to animal protection and control.
- Knowledge of effective public relations practices.
- Knowledge of principles of supervision, training and performance evaluation.
- Knowledge of strategic planning techniques and principles.
- Knowledge of policy development and analysis.
- Knowledge of English usage, spelling, vocabulary, grammar and punctuation.
- Knowledge of principles and procedures of record keeping and reporting.
- Knowledge of animal shelter and rescue trends, including frequent review of current information from a variety of sources related to animal shelters and animal rescue in the areas of planning, administration, goals and objectives, and federal/state laws pertaining to safety and health issues.
- Skilled in the use of personal computers and software related to performing job duties.
- Ability to plan, direct and schedule the work of others.
- Ability to supervise, train, motivate and evaluate staff; undertake appropriate disciplinary action when necessary.
- Ability to interpret, explain and ensure compliance with SCRAPS animal protection policies and procedures.
- Ability to exercise sound independent judgment, initiative, flexibility, creativity, sensitivity, good human relations, problem solving skills, and decision-making follow-through.
- Ability to respond appropriately to complaints and questions from the general public; maintain composure and deal tactfully and objectively when confronted with hostility and verbal abuse.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations.
- Ability to prepare and maintain accurate and complete records.
- Ability to maintain confidentiality of sensitive information.
- Ability to communicate effectively both orally and in writing to audiences of various socioeconomic, ethnic and cultural backgrounds, often where relations may be confrontational or strained.
- Ability to establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Ability to meet the physical requirements of the position.

**BEHAVIORAL STANDARDS:**

All County employees are responsible for contributing to a safe and positive work environment, actively demonstrating the County values in their daily work and interactions:

- **Respect:** Appreciating and valuing customers, other County employees and County leadership by showing courtesy, friendliness and fairness. Communicating in a productive and professional manner.
- **Accountability:** Honoring and delivering on commitments by taking responsibility for personal actions and results; being a responsible steward of public resources and the trust County residents have placed in each of us.

- Integrity: Modelling transparent and ethical behavior and demonstrating it with honest and trustworthy behaviors and actions; leading by example and performing work to the highest standards.
- Innovation: Striving for excellence by actively pursuing opportunities for new and improved methods, procedures or technologies; fostering an environment of engagement and empowerment and embracing continuous improvement.

**ESTABLISHED / REVISED DATES:**

6/13/13 (Rev. 5/12/17; 1/10/18; 7/6/22; 10/19/22)