

SHELTER OPERATIONS MANAGER

Duties:

Under administrative direction, manages the daily operational functions of the shelter and personnel, including but not limited to: humane animal care, shelter veterinary services, adoptions, intake, volunteer coordination, facility maintenance, transfer program, foster program, and field operations to ensure compliance with the operational objectives and mission of the City of Cleveland Division of Animal Care & Control (DACC). Identifies and develops creative enhancements as well as new and revised operational policies and procedures and ensures proper communication of such to all pertinent parties for optimal performance of shelter functions.

Works in conjunction with the Chief Animal Control Officer to make euthanasia decisions as well as to direct the long-term growth of the Division, assure proper planning, and provide support, education, and advice to the DACC on appropriate application of operational best practices.

Develops, implements, and monitors operating fiscal plans and budgets with respect to DACC operations. Prepares and negotiates contracts with local jurisdictions, and ensures maintenance and renewal of those contracts. Supervises the inventory control of supplies and equipment and coordinates bid requests. Processes requisitions and invoices with City finance software, as needed. Processes Divisional payroll.

Keeps informed of current trends, issues, and developments in the animal welfare community. Handles special challenges or issues related to animal welfare within the community, including natural disasters. Provides management reports as needed, including tracking number of animals received, adopted, transferred, etc., and analyzing trends. Performs other job-related duties as required.

Minimum Qualifications:

A High School Diploma or GED is required. A Bachelor's Degree is required. Two years of experience in animal welfare as well as two years of directly-related department management experience is required. (Substitution: An additional three years of animal welfare experience as well as an additional year of directly-related department management experience may substitute for the Bachelor's Degree.) Must be Euthanasia Certified within six months of the date of hire. A valid State of Ohio Driver's License is required. Must be at least 21 years of age (for insurance purposes) and have an insurable driving record. Must be able to use a PC and widely used software packages, e.g.: spreadsheets (Excel and Google Docs); word processing (MS Word); social media; shelter management databases (PetPoint). Prior experience with animal control or humane organizations' administration and operations is preferred.