

YOUR Humane Society SPCA

Shelter Operations Manager

Job Description



YOUR Humane Society SPCA (YHSSPCA) is seeking a Shelter Operations Manager for its nonprofit animal shelter and adoption center located in Lake Panasoffkee in central Florida. This is an opportunity to lead the oldest and largest no-kill shelter in Sumter County, Florida. We are located on a five-acre campus and are mortgage-free.

Our Organization

The mission of the YHSSPCA is to protect animals. The mission is carried out through direct care for animals who are injured, abused, unwanted, or abandoned, securing homes for as many as possible; through community assistance programs including spay/neuter services and pet food distribution; and by providing humane education and pet safety information to our community in order to reduce pet overpopulation and improve the quality of life for animals. To read more about our organization, visit yhssPCA.org.

The Position

The Shelter Operations Manager position reports to the Director and oversees and manages all aspects of the animal shelter, including the animal population, staff, and all outside relationships. The Shelter Operations Manager will maintain a safe, healthy environment for animals, staff, and the public and create a team environment dedicated to the success of YHSSPCA.

Key Duties and Responsibilities

The Shelter Manager will implement, perform, and/or oversee staff as outlined below.

General Management

- Oversee the daily operations, programs and services. Periodically review and assess policies, processes, programs, and work within the organization to make needed changes that meet the needs of the animals and the community.
- Perform daily walk-throughs of the adoption center to ensure proper sanitation, care, feeding, and disposition of the animals and to ensure that animals are moving through the system and made available for adoption in a timely manner.
- Cultivate a culture of excellence, efficiency, and urgency across the organization while creating and maintaining high standards of customer service.
- Assist with planning and budgeting. Analyze data and make adjustments to processes and programs to achieve organizational goals.
- Ensure that appropriate records are accurately created, maintained, and reported during the daily operations of the organization.
- Follow all local, state and federal laws with regard to animal housing, care, admission, disposition, and employee work related matters. Ensure compliance with YHSSPCA's contractual agreements.

Staff Management

- Oversee the recruitment, employment, direction, management and release of all staff.
- Schedule and delegate work tasks.
- Mediate disputes, conflicts, and grievances.
- Train staff and evaluate staff performance.
- Provide a positive example regarding work ethic, attitude, professional ethics, knowledge of policies/procedures, interpersonal interactions and mutual respect.

Animal Care

- Oversee the daily cleaning/disinfecting of all animal enclosures and common spaces, feeding, and administering medications daily.
- Maintain sheltering best practices by following proper animal intake protocol, including vaccinating, deworming, microchipping, FIV/FelV testing and heartworm testing when necessary.
- Utilize sound judgment when identifying signs of animal illnesses and injuries; take appropriate action by segregating sick animals and scheduling immediate vet care when necessary.
- Determine on an as-needed basis, as part of staff/volunteer team, when animal is unadoptable and euthanasia is required.
- Stay current on national trends in animal sheltering.

Program Development and Management

- Oversee programs including, but not limited to, adoptions, surrender prevention, volunteer, foster, and dog training and enrichment.
- Develop new programs as needed to support the organization's mission and community's needs.
- Work with Volunteer Coordinator to encourage involvement and use of volunteers.

Requirements

- Extensive staff management experience.
- Supervisory or leadership experience in an animal shelter, sanctuary and/or pet adoption center environment preferred.
- Able to supervise and create strong team relationships with staff and volunteers.
- Strong interpersonal skills for management of staff, volunteers, vendors/contractors and interfacing with the public.
- Self-starter, facilitator, organizer and innovator.
- Able to plan and implement with little supervision and able to work independently.
- Able to motivate others.
- Able to multitask, prioritize, deal with a certain level of expected chaos and be able to meet deadlines.
- Able to keep a cool head during fast-paced days and delegate available staff and resources to accomplish goals.
- Very high level of written and verbal communications skills.
- Knowledgeable in animal behavior; health and well-being that includes nutritional needs; resources of where to seek information; knowledge of common animal diseases, treatments and vaccinations.
- Ability to reach with hands and arms, stand, walk, sit, stoop, kneel, or crouch and lift and/or move up to 50 pounds.
- Comfortable Google Workspace office computer technology. Knowledge of shelter management databases preferred.
- Valid Florida driver's license (or ability to obtain one) and clean driving record.
- Able to work weekends and holidays as necessary.
- Bachelor's degree preferred or equivalent work experience.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Compensation and Benefits

Job Type: Full time, exempt position

Salary: \$45,000- \$55,000

Benefits: Two weeks paid time off (PTO)

How to Apply

YHSSPCA is an equal opportunity employer that considers all applications without regard to race, color, national origin, age, sex, sexual orientation or preference, religion, marital status, disability, veteran status, or any other characteristic protected by law. To apply for this position, email a one-page cover letter and resume to: The YHSSPCA Search Committee c/o Diane Blankenburg of Humane Network at info@humanenetwork.org.

About the Community

Our shelter is located in Sumter County central Florida, just off Interstate 75 in Lake Panasoffkee, about one hour north of Orlando. Central Florida is a growing and changing area, fueled by the expansion of the largest retirement community in the world, The Villages. The area is a mixture of rural acreage, rural residential, and subdivisions surrounding The Villages. This expansion has dramatically changed the demographics of the county and has brought in significant income.

Have you ever dreamed of being on vacation permanently? Well, native and transplant Floridians do, and that's why many chose to live in Central Florida. The atmosphere and weather are consistently fantastic. On average, the highs are typically never below 70, and the lows rarely creep under 45. Plus, the average number of snow days is zero!

Just imagine almost every day is full of warm-weather and a slight breeze here or there. This fact alone has been one of the primary reasons why so many decide that Central Florida's paradise is perfect for them. You're a short drive to either coast with Florida's best beaches like Daytona to the east and Clearwater to the west. Many inland lakes offer some of the best bass fishing in the country or just for recreational boating.

In tandem with the abundant collection of natural water and prime weather, the overall scenery in Central Florida is overwhelmingly beautiful. There are lush lines of greenery, various types of plants, thriving ecosystems, and water views spotted throughout. Hundreds of parks, preserves, and nature refuges are located all over the area and helped solidify this part of Florida as a top outdoor adventure hotspot.

