

KOOTENAI PETS FOR LIFE  
Shelter Manager Position

**Job Summary**

The shelter manager is responsible for the day-to-day quality care of the animals at the shelter. They will manage the operations of the shelter and work directly with the Board of Directors and membership, including intake procedures, adoptions, foster care, data entry, represent KPFL in a professional well-kept friendly and engaging manner. They will help maintain a presence in the public via social media posting, networking, and education promoting spay, neuter, vaccinations and general care of pets. The Shelter manager will maintain a clean office area, oversee staff, volunteers, customer service and facility maintenance.

The shelter manager works closely with the shelter attendant. They are a team, and they are each other's counterparts' sharing duties and covering when one or the other is off duty.

All duties do not necessarily need to be physically done by the manager, but the manager will be held accountable for making sure all duties are completed and done properly. The shelter manager will complete any duties assigned to the shelter attendant when the shelter attendant is off duty.

**Administrative Duties**

- Answering phone, record messages, return messages, respond to emails and social media posts.
- Assist with the adoption process, meet with potential adopters, and supply them with the appropriate forms as needed.
- Assist community members with finding a home for their pet and posting Home to Home information on social media.
- Enter data, prepare a written monthly shelter report with intake, foster and adoption information and status of pets, to present to the board at the monthly board meeting.
- Monitor and order all office, pet care and cleaning supplies, having 2 to 3 months of these supplies to on hand.
- Maintain all volunteer files with any new or updated information.
- Update pet health information daily as needed, maintain monthly microchip information
- Provide a weekly shelter report via email to the board and membership.
- Manage and maintain the shelter's capacity number for animal care
- Maintain accurate records of the daily volunteer sign in sheet and write any communication notes regarding anything that needs brought to the attention by staff or volunteers.

**Animal Care Duties**

- They must feed, water and move animals in and out of the shelter as required.
- They must make sure the facility is clean and ready for hours set by the board that it is open to the public.

- When customers come in customer service is then the priority.
- Visually inspect the shelter animals on a daily basis checking for signs of illness, injury or infection.
- Oversee and work with staff to assist and evaluate individual animals to determine specific needs.
- Oversee and be responsible for the administration of medical protocols from the veterinarian.
- Shelter manager must coordinate with volunteers if any animal transport is needed.
- Must maintain charts with most current information for the management of animal care schedules, vaccinations, health checks, coordinates with veterinarian on medical care and medical issues.
- Taking on regular animal care giving shifts as needed in the absences of shelter attendant and volunteers.
- The shelter manager is responsible for ensuring the proper cleaning, organization and safety of all animal care areas including dog kennels, cat housing areas, intake and any other areas identified to hold and house animals.
- At the close of your shift must do a walk-through to make sure cages are locked, food and water are available in each area and the facility is locked.

### **Staff and Volunteer Management Duties**

- Coordinate volunteers to manage appropriate animal care.
- Manage staff and volunteers' duties and assignments.
- Work directly with volunteers. Assign tasks, train and supervise animal caregivers.
- Delegate and communicate tasks and duties appropriately to staff and volunteers. Ensure that the tasks are completed correctly.

### **Customer Care Duties**

- Responding to/assisting people and pets in emergency situations.
- Provides services to the public including nail trimming, s/n clinics, vaccinations.
- Provides training information and tools as well as basic health information to assist pet owners.
- The shelter manager is responsible for following the shelter's adoption procedure.

### **Other duties**

- Working with law enforcement regarding animal cruelty, abandonment and neglect.

- Represent KPFL in community outreach programs and events to raise awareness about the shelters mission and promote adoptions.
- Develop and maintain positive relationships with other rescue organizations to enhance adoption opportunities.
- Work during spay and neuter days.
- Prepare vet room for spay and neuter clinic.

### **Building and Yard upkeep**

- Maintain building maintenance notebook/calendar.
- Drain water heater yearly and log the information in the maintenance book.
- Clean wall heaters yearly and log the information in the maintenance book.
- Clean air exchange filters every month and log the information in the maintenance book.
- Clean heat pump filters every 2 weeks, weekly in dog area and log the information in the maintenance book.
- Organize deep cleaning days twice a year and log the information on the maintenance book.
- Present for the board's approval any repairs/maintenance noted or needed on the property.
- Oversee the completion of any facilities repairs and report to the board.
- Oversee yard upkeep and make sure it happens in a timely manner.
- Prep dog and cat areas for winter and summer needs.
- Call for snow plowing as needed.
- Wipe doors down as needed.
- Clean dog gutters monthly, dog kennel fans weekly.

### **Qualifications**

- Must love pets.
- Ability to work independently and without direct supervision.
- Animal care experience preferred.

- Excellent time management and communication skills.
- Reliability and attention to detail.
- Strong organizational skills; proven ability to manage multiple priorities and projects in fast paced work environment.
- Ability to work well with a variety of people.
- Very reliable and dependable.
- Positive attitude, professional customer relations including email and telephone correspondence and walk ins.
- Strong communication and interpersonal skills to work effectively with board, staff, volunteers, members and potential adopters.
- Must follow all policy and procedures adopted by KPFL.
- Must maintain cash box and any cash or check transactions made at the facilities.

### **Specifications**

- Reports to the employment committee.
- Work schedule varies regular weekend and holiday availability may be required.
- Some evening hours are required.
- This job requires significant physical work.

### **Dress Code**

- Must present yourself in a professional manner.
- KPFL shirts are provided.
- Long pants or shorts mid-thigh are acceptable.
- Close-toed shoes only.