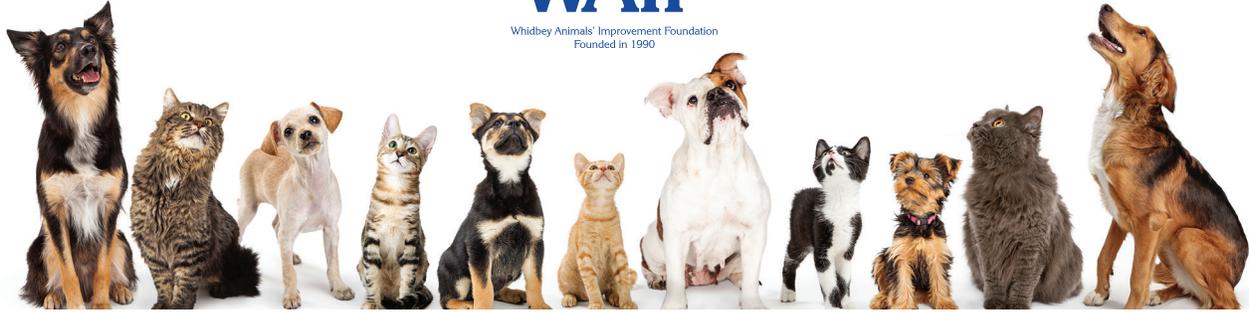




Whidbey Animals' Improvement Foundation
Founded in 1990



Shelter Manager

Full Time/Salary/Exempt
Reports to Executive Director

Organization Background

Whidbey Animals' Improvement Foundation (WAIF) was founded by a group of dedicated and compassionate volunteers in 1990 to provide positive outcomes for treatable, healthy, and adoptable homeless cats and dogs. WAIF obtained its nonprofit 501(c)3 status from the IRS in 1995 and is a registered charity in the state of Washington.

WAIF operates with a life-saving philosophy to help all homeless dogs and cats through adoptions, reunion of lost pets with owners, and through partner transfers with other 501(c)3 nonprofit organizations in good standing.

WAIF has three adoption facilities that include cat adoption locations in Oak Harbor and Freeland, and our main shelter facility in Coupeville. In addition to our adoption locations, WAIF also operates thrift stores in Oak Harbor and Freeland.

A majority of our funding to support our programs comes from private donations from business and individuals, and from thrift store proceeds.

WAIF is a managed intake and limited admission shelter with government contracts. WAIF not only provides adoptions for homeless dogs and cats but also offers temporary shelter for lost cats and dogs to be reunited with their owners, along with community programs for qualified low-income households that include pet food banks, spay/neuter assistance, and emergency financial assistance. WAIF also offers spay/neuter financial assistance for caretakers of community cats.

Position Summary

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this position description.

Provides committed leadership and direction for the efficient and smooth operation of shelter operations, including medical services, front office, field services (municipal contracts), and animal placement. Directs the proper utilization of inventory, purchasing and cash handling. Manages organization of animal populations and makes policy decisions based on life-saving and no-kill principles with regards to animal intake and outcomes. Ensures quality animal care and shelter cleanliness, with a strong focus on excellent customer service. Responsible for managing budgets, supervising staff, and writing policy and procedures. Ensures quality programming that is in accordance with organization's mission, vision, goals, management, and resources.

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Essential Job Functions

Organizes, plans, manages, and oversees all aspects of animal shelter operations

- Develops, implements, and monitors programs to maintain and improve the standards of humane animal care and customer services to the animals and the community.
- Ensures quality of programs and services are in accordance with organization's procedure and philosophy.
- Ensures all operational employees meet or exceed the expectations of the Organization Core Values.
- Directs and supervises shelter, veterinary department, business office, placement, and field staff in the performance of their responsibilities. This includes but is not limited to intake, animal care, veterinary medical care, adoptions, animal transportation, animal cruelty, behavior, foster care, euthanasia, and newly initiated programs.
- Directs and monitors all aspects of the constant humane treatment and handling of sheltered animals.
- This position ensures all levels of the Operations Group have trust in one another; listen to one another; develop a cross-functional team-based approach; solve problems as a team; provide recognition for jobs well done; uses flexible controls; give clear directions in key results areas, measurements, and goals; provide skill-based training to their employees as well as coaching, feedback, and encouragement.
- Ensures that organization's shelter and field services are following all guidelines as set forth by the law and government contracts. Acts as a liaison at contract negotiations and ensures that all requirements are being met. Provides reports as needed. Monitors statistics on animal population.
- Assures the proper implementation and administration of all policies, procedures, and programs and coordinates this through the other members of the Management Team.
- Diagnosis and develops viable solutions to solve problems and meet safety and financial goals cross-functionally.
- Work with medical team and staff on matters concerning animal health or behavior
- Establishes and maintains an effective information exchange with all functional areas of the Organization.
- Acts as a liaison to other professional organizations within the field. Meets and talks with the general public, donors, and at fundraising and outreach events providing information concerning the work of the Organization.
- Establishes and maintain departmental budgets and sets standards for strategic goals and objectives of the Operational Group.
- Performs other duties as assigned or required to ensure a positive public image and to improve the functioning of the Organization.
- Directs the overall customer service and quality assurance programs, including regular review and follow-up on internal quality assurance alerts. Responds to specific problems and requests. Serves as a liaison to promote organization goals with public, partners, and government officials. Manages business office functions including cash handling, data entry, and daily transactions.
- Monitors the maintenance, cleanliness and sanitation of equipment, animal care and customer service areas.
- Monitors programs to ensure compliance with OSHA regulations. Monitors safety compliance of staff and takes immediate action to correct hazards.
- Maintains inventory and is responsible for monitoring of all divisional supplies.

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Responsible for all operating, health and safety, and personnel policies and procedures

- Budget preparation for all three animal adoption facilities
- Employee relation issues up to discharge
- Process improvements
- Shelter hours and services
- Municipal animal control contract negotiations and compliance

Day-to-day operational and financial processes will include, but not limited to

- Public interaction, customer concerns and complaints
- Communications cross-functionally
- Employee relation strategies and issues
- Governmental rules and regulations
- OSHA compliance and managing workplace health and safety initiatives
- Advises senior management on financial matters assessing and explaining long and short-term implications for the organization of alternatives and decisions.
- Prepare monthly board reports for Executive Director
- Supervise and perform training of department staff and volunteers
- Oversee, coordinate, or assess behavior of all incoming potentially adoptable animals
- Monitor, document and address the behavior of all animals during their stay
- Collaboratively determine adoptability as to WAIF policy
- Administer ongoing behavior assessment and modification during the animals stay in all stages of care
- Train staff and volunteers in ongoing behavior recognition and modification of adoptable animal
- Assist staff regarding behavior education of potential adopters
- Administer and monitor the exercise and enrichment regimen of all shelter animals
- Coordinate and manage animals for offsite adoption centers and animal related events
- Address behavior related follow-up on all animals adopted from the shelter as needed
- Oversee the medical for animal populations at animal adoption facilities
- Oversee animal length of stay and manage/mitigate slow track animals
- Write articles and provide data for the newsletter, website or other public service forums
- Attend board meetings and fundraising events as needed
- Perform other reasonable duties as assigned by the executive director
- Oversee medical treatments and care for shelter population

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Major responsibilities this position is accountable for

- Managing multiple locations
- Financial objectives established by the Operations Group
- Admitting, Adoptions, Surgery and Wellness numbers
- Behavior Programs established
- Organization compliance of animal related laws
- Ensure medical supplies, animal care supplies are fully stocked and order when needed.
- Manages the development and monitoring of overall organizational and departmental operating budgets.
- Manages all aspects of financial relationships with external groups.
- Continuously realigns all aspects of the organization's operations and support services to facilitate and reinforce the effectiveness of strategic plans. This includes realigning key business processes, the organizational structure, management practices, communications, and the development and deployment of staff.
- Responsible for hiring, firing, coaching, evaluations, and training programs.

Performs other duties as assigned, including but not limited to

- Flexible with scheduling and is available when away from the facility as needed to meet the needs of the organization
- Promotes and follows safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance with OSHA safety rules that could put an employee, volunteer, client, animal and organization at risk.
- Promotes communication and cooperation between organization's departments and integration and utilization of volunteers.
- Actively supports departments, staff and volunteers and promotes the development of skills related to the advancement of our goals and mission. Always represents the organization in a professional and courteous manner.
- Actively promotes the organization's mission, services, programs, and events
- Provides professional credibility to the organization's endeavor to help animals
- Is visible to staff, communicates significant developments within the department

Qualifications/Requirements

- Bachelor's degree of commensurate experience preferred. Professional work experience may be substituted for education.
- CAWA (Certified Animal Welfare Administrator) certificate through SAWA (Society of Animal Welfare Administrators) is preferred
- Valid State driver's license
- Proven experience required to ensure efficient programming and procedures in sustaining WAIF's Live Release Rate of 90% and above including but not limited to partner shelters, rescue organizations, adopters, foster, volunteers, and the community.
- Knowledge of Asilomar Accord principles required

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- Knowledge of Capacity for Care principles strongly preferred
- Knowledge of Fear Free® shelter practices preferred
- Proficient with Shelter Manager software and familiar with Shelter Animals Count
- Minimum five years in animal shelter environment, preferably in a shelter environment with municipal contracts, with last two years in a management role
- Excellent oral and written communication skills and the ability to establish rapport quickly with persons of diverse backgrounds
- Proven record of leadership and management skills
- Maintains a professional stance and encourages professionalism in all operations activities
- Preserves cordial, productive relationships with all staff and board members while maintaining confidentiality pertaining to privileged administrative and operational information
- Self-motivated, well organized, goal oriented, and works effectively under pressure
- Must understand leadership as a collaborative team player
- Computer skills to include Microsoft Suite Programs
- Flexibility in work hours
- Must be sympathetic to the mission and goals of the Organization

Knowledge and Skills

- Knowledge of effective management techniques and ability to utilize them to promote full performance and high morale
- Ability to work in a fast-paced environment with a variety of people
- Ability to identify and understand problems and determine appropriate measures to solve them
- Efficient Microsoft Office user able to maintain and use a variety of records to prepare statistical and other reports
- Experience in animal behavior, health, handling, & care in a shelter environment strongly preferred
- Excellent communication and leadership skills
- Ability to express ideas clearly, both orally and in writing
- Exercises good judgment when dealing with the public, leadership team, staff and volunteers
- Detail oriented. Creative and forward-thinking
- Committed to maintaining the integrity of the organization's mission and programs

Time Commitments / Expectations

- 40 Hour work week – flexibility in work hours
- Must be available to work weekends and occasional evenings
- Attending offsite continued education seminars or varying opportunities is required

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Working Conditions

Work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents. The person in this position needs to regularly move about the shelter to provide care to shelter animals. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Occasionally positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Constantly communicates with clients, staff members and volunteers who have inquiries and must be able to exchange accurate information in these situations. Occasionally moves animals weighing up to 50 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, onto and off of exam tables).

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position is regularly required to use hands to fingers, handle, and talk and hear. The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel or crouch. Specific vision abilities required for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.

Compensation and Benefits

Annual Salary: \$50,000 to \$61,000

Generous PTO and vacation benefits

SIMPLE IRA Retirement Plan with 3% employer match

Employee discounts

Please no drop-bys, emails, or phone calls. Qualified applicants will be contacted to move forward in the application process.

Position will remain open until filled. Background check required.

WAIF is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, and training. WAIF makes hiring decisions based solely on qualifications, merit, and business needs at the time.