



**Shelter Manager**

<b>Job Title:</b>	Shelter Manager
<b>Department:</b>	Shelter - 01
<b>Job Classification:</b>	Full time, non-exempt position
<b>Pay Rate</b>	\$28-\$36/hr, DOE
<b>Job Relationships:</b>	Reports to the Director of Operations. It is expected that the incumbent is a resource to other staff and departments, and has a superior understanding of shelter management and operations. The position serves as the primary point of contact for daily operations, record management, and team activities. Works with Veterinary, Volunteer, Foster, Transfer, and Environmental Services.

The Shelter Manager is a vital leadership position within the organization, directly responsible for the daily operations of the animal shelter. This includes overseeing front desk services, animal intake, reclaims, adoptions, animal care procedures, and enrichment activities. The Shelter Manager directly supervises 2-4 Shelter Team Leads and supports up to 20 team members indirectly, fostering an environment that encourages teamwork, accountability, and collaboration. This role is also key in modeling and perpetuating the organization’s core values of Teamwork, Human-Animal Bond, Accountability, Collaboration, Inclusivity, and Respect. The Shelter Manager plays an integral part in staff development, ensuring alignment with shelter values and mission while maintaining a commitment to the highest professional and ethical standards.

**Major Duties/Responsibilities:**

- Directly supervises 2-4 Shelter Team Leads, ensuring performance evaluations are based on organizational standards and values such as accountability and respect
- Advises and supports Shelter Team Leads in training, supervision, evaluation, and management of Shelter Team Members, fostering an environment of collaboration and teamwork ● Oversees the organization and performance of daily shelter operations, ensuring that all activities reflect the shelter's commitment to animal welfare and the human-animal bond
- Makes staffing recommendations and ensures adequate departmental staffing, coordinates and maintains staff schedules
- Responsible for all employee onboarding, coaching, performance reviews, recognition, and disciplinary actions, with a focus on fostering a positive and inclusive work environment ● Identifies training and growth opportunities that align with individual development, shelter goals, and our core values of inclusivity and respect
- Resolves interpersonal conflicts among staff or patrons with empathy and respect, modeling accountability and promoting a supportive culture
- Participates in and provides recommendations for euthanasia decisions, performs euthanasia as needed, operates the crematorium as needed; Become euthanasia technician within 180 days of hire ● Responsible for ensuring a professional appearance of staff and departmental areas to include animal housing units, adoption visitation rooms, the front lobby, break room, and co-working spaces ● Assists Director of Operations with development, implementations, and enforcement of Shelter policies and procedures
- Actively participates in the development and maintenance of standard operating procedures in

accordance with organizational standards; Identifies policy and procedural needs, and takes action to develop those needs

- Conducts daily observations (rounds) of all shelter animals and reports findings on priority list
- Supports compliance with all relevant Federal, State, and local animal care and sheltering regulations, emphasizing the importance of accountability in all operations (PACFA, DEA, OSHA as applicable)

### **Budgeting/Financial Management**

- Assists the Director of Operations in managing budgets for personnel, training, and staff development, ensuring efficient resource allocation in support of both team and organizational goals
- Assists in monitoring expenditures related to daily operations, ensuring financial decisions align with organizational values and sustainability

### **Organizational Leadership**

- Upholds ethical standards of diversity, equality, inclusion, and respect while demonstrating a deep commitment to animal welfare in all aspects of leadership
- Acts as a public representative of the shelter, communicating the organization's programs, services, and values with clarity and professionalism, ensuring inclusivity in outreach efforts
- Demonstrates a commitment to continuous personal development and staying current with industry trends and best practices
- Assists the Director of Operations with defining challenges, opportunities, and goals
- Models and reinforces safe work practices and standards, fostering a respectful environment for staff and patrons alike
- Actively works to ensure personnel management practices align with the shelter's mission, fostering an environment of collaboration and mutual respect
- Assist with departmental meetings in order to ensure adequate relationship management, training, compliance, safety, and communications; Participates in management meetings and other relevant meetings as needed
- Demonstrates knowledge of Shelter's vision and values, and additional community support programs to include Safety Net, Rehoming services, and Community Cat initiatives; Frequently communicates these services to patrons and provides relevant digital and printed materials

### **Other Duties/Responsibilities:**

- Performs the duties of direct reports and staff as needed, providing coverage for the Director of Operations
- Actively supports management decisions and works collaboratively across departments, emphasizing teamwork and open communication
- Ensuring animals are appropriately cared for and that electronic records are accurately maintained

The above is not an exhaustive list of responsibilities, therefore other duties and responsibilities may be assigned by management. The person selected for this position must be able to fulfill the above duties and responsibilities of the position with or without reasonable accommodation

**POSITION SPECIFICATIONS:** (Education, Experience, Certification, Knowledge, Skills, and Abilities)

### **Education/Experience**

- Minimum of a bachelor's degree or equivalent applicable professional work experience *required*.
- A minimum of five (5) years of previous animal shelter, or similar, experience *required*.
- A minimum of two (2) years direct staff supervisory experience and two (2) years working with the general public in a customer/client focused position *required*.
- Proven personnel training and department staffing experience *desired*.
- Previous experience with Shelterluv software, or other animal shelter software highly *desired*.
- Department budgeting and planning experience *desired*.

### **Knowledge, Skills, Abilities**

- Strong knowledge of animal health, care, and welfare, and an understanding of the human-animal bond
- Proficient in Microsoft Office and Google Workspace, as well as other relevant shelter management tools
- Excellent interpersonal, written, and verbal communication skills, with the ability to foster an

inclusive, respectful, and collaborative work environment

- Strong organizational and customer service skills, demonstrating accountability in all tasks
- Emotional intelligence, work ethic, and integrity, with the ability to handle sensitive and confidential information
- Able to exercise sound judgment when addressing personnel, animal, and client issues
- Able to manage a diverse team and promote a culture of inclusivity, collaboration, and respect
- Ability to remain composed and effective in stressful or emotionally charged situations
- Flexible work schedule, including on-call and occasional weekend shifts (up to two per month)
- Ability to become certified and perform humane euthanasia as required
- The person selected for this position must be able to fulfill the duties and responsibilities with or without reasonable accommodation. We are committed to creating a workplace that reflects our values of inclusivity, respect, and collaboration

**Other:** Must be at least 21 years of age; Valid Driver's License, insurable driving record and have and maintain personal driving insurance.

### **Working Conditions:**

**Work Environment:** Most work is performed in normal shelter setting; potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals; exposure to cleaning products; exposure to various weather conditions when working outside. Exposure to clients showing a wide range of emotions including hostility.

**Physical Activities Include:** Potential for standing, walking and sitting up to eight (8) or more hours a day; listening and verbally speaking on the telephone and in person; scrubbing and mopping; sitting at a desk; performing repetitive data entry; driving on behalf of the Organization; bending, squatting, cleaning; performing physical examinations on animals; animal restraint; handling syringes and needles. Must be able to properly lift as much as 50lbs independently and be comfortable walking a 60lbs canine for 10-15 minutes.

**\*\*All new employees are required to pass a drug screen and background check.\*\***

**Application Process:** Please submit a resume with cover letter to: Cheyenne Animal Shelter, 800 Southwest Drive, Cheyenne, WY 82007 Attn: BJ Christensen or email the same to [bjchristensen@caswyo.org](mailto:bjchristensen@caswyo.org).