

Job Opening: Shelter Manager for the City of Starkville Animal Shelter

The Oktibbeha County Humane Society (OCHS) is looking for a compassionate, dedicated, customer-service focused Shelter Manager for the City of Starkville Animal Shelter. This individual is a proven leader with a positive attitude and commitment to helping domestic animals in our community. Reporting to the OCHS Board of Directors, the position will work with the Animal Care Manager to oversee the day-to-day operations of the entire shelter facility, shelter staff, and animals.

Job Responsibilities (including, but not limited to):

Operations

- Ensure excellent customer service focused on maintaining and improving relationships in all aspects of our client-related work.
- Model and promote a staff culture that is friendly, outgoing, and collaborative.
- Greet visitors and volunteers and answer calls.
- Lead the development and implementation of specific promotions or events designed to enhance and increase pet adoptions.
- Represent the Starkville Animal Shelter at public events, on- and off-site.
- Work with OCHS Director of Development and Community Relations to make social media posts regarding adoptable animals, lost pets, requests for donations/assistance, and other announcements.
- In conjunction with the Animal Care Manager, oversee the ordering and inventory of shelter supplies and equipment and ensure that appropriate quantities of all supplies are on-hand at all times. Approve payables/bills for bookkeeper and monitor finances including incoming/outgoing funds.
- Ensure that educated and responsible expense decisions result in providing the greatest benefit to the shelter.
- Maintain official records and documents (including but not limited to: adoption, med sheets, reclaim, and intake paperwork) and ensure compliance with federal, state, and local regulations.
- Develop and present reports to the OCHS Board of Directors at monthly meetings and as requested.

Human Resources

- Ensure that job descriptions are developed, regular performance evaluations are held, and sound human resource practices are in place.
- In conjunction with the Animal Care Manager, perform hiring and succession planning, including hiring new team members who maintain a positive team culture.
- Oversee scheduling, supervision, and support for daily staff activities.
- Report payroll hours to the bookkeeper twice monthly in a timely manner.
- With Animal Care Manager, monitor safety compliance for staff, volunteers, and visitors.
- Conduct weekly meetings with Animal Care Manager and shelter staff to review procedures, discuss workplace issues, and share ideas to improve animal care, the customer service experience, and the organization in general.

- Ensure staff and volunteers are instructed in and follow protocols for the humane treatment of animals, animal care and cleaning protocols, building maintenance, equipment use, and grounds.

Animal Intake/Care

- Administer intake of animals, adoptions, return to owner, and transfers to other organizations.
- In conjunction with the Animal Care Manager, monitor animal population and ensure that animals are moving efficiently from intake to outcome.
- In conjunction with the Animal Care Manager, coordinate all aspects of medical and behavioral care of animal population: vaccination and preventative wellness protocols, addressing emerging needs in shelter/population health, surgical scheduling, specialty scheduling, price negotiation and research, making and executing euthanasia decisions for medical and behavioral reasons, medical data entry and record keeping, emergency care/transportation, lab work, follow up, and medical supply inventory.
- Manage foster program: applications, placement, support, and medical/behavioral care.

Qualifications:

Required

- Knowledge of current animal care protocols for animal shelters.
- Strong organizational, human relations, conflict resolution, and communication skills.
- Proven leader with a positive attitude and ability to deal with high-stress situations.
- Ability to meet deadlines and work on own initiative.
- Strong computer skills, including experience with Microsoft Office Suite.
- Possess a valid state of Mississippi driver's license.
- Availability to work during operational hours with expectation to work outside of these hours when needed and to be on call after hours.
- Reliable transportation and ability to drive at night.

Preferred

- Five years' experience in animal welfare management.

To Apply:

All interested candidates are requested to submit to career@ochsms.org their résumé, cover letter, and list of three references for serious consideration. Job posting will remain open until filled. This job description in no way states or implies that these are the only duties to be performed by the Shelter Manager. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. If offered the position, applicant must pass a criminal background check and drug testing.

About OCHS:

OCHS is a 501(c)3 nonprofit organization that contracts with the City of Starkville to manage the City of Starkville Animal Shelter. The Shelter is located at 510 Industrial Park Road, Starkville, Mississippi 39759. The Shelter is open to the public Tuesday – Saturday, 11:00 am – 5:30 pm.

OCHS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. OCHS complies with applicable state and local laws governing nondiscrimination in employment in every location in which OCHS has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, leaves of absence, compensation, and training.

OCHS expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran. Improper interference with the ability of OCHS employees to perform their expected job duties is absolutely not tolerated.