



SHELTER OPERATIONS MANAGER

Classification #: 126

FLSA: Exempt

EEOC: 02

GENERAL STATEMENT OF DUTIES:

Responsible to direct, plan, organize and coordinate the operations of the county's dog control program in accordance with state and county laws and regulations. Manages employees engaged in field enforcement of dog control laws, shelter operations, and related activities. Work requires flexible hours including weekends and holidays.

SUPERVISION RECEIVED:

Works under the general supervision of the Division Manager who assigns duties and reviews performance for effectiveness through observation and conference.

SUPERVISION EXERCISED:

Exercises full supervision over assigned personnel engaged in various activities related to the investigation, impounding, care and disposal of dogs in accordance with state and county laws, ordinances, and regulations. Responsible for the selection of new personnel, provides for training, evaluates performance, responds to complaints and recommends personnel transactions.

EXAMPLES OF DUTIES: (Duties may include, but are not limited to the following.)

1. Plans, coordinates and implements dog control program activities; develops and implements goals, objectives, policies and procedures; responds to and receives guidance from advisory boards; oversees maintenance of shelter facility.
2. Plans, Assigns, and schedules staff and work; organizes and prioritizes workflow; and provides direction on complex, technical or procedural issues.
3. Ensures enforcement, shelter, clerical staff, and volunteers provide quality service to citizens and county staff; promotes cooperative team efforts between staff and with other county departments.
4. Administers section budget and grant funds; participates in budget development; monitors revenues and expenditures; prepares grant proposals; recommends fee increases; orders drugs and vaccines.
5. Conducts public relations and education activities to promote the adoption, redemption, licensing and proper care of dogs; makes presentations to county and/or community groups; responds to citizen complaints against Marion County.

6. Prepares and maintains reports and records; researches, compiles and analyzes statistics and other information; develops and revises forms; oversees and maintains computerized database.
7. May testify in court regarding violations; inspects and documents shelter operations; performs field investigations as needed.
8. Performs other related duties as assigned.

RECRUITING REQUIREMENTS

KNOWLEDGE, SKILL AND ABILITY:

Knowledge of: State and County laws, rules and regulations; principles and practices of the care and behavior of dogs; identification of dog diseases and injuries; agency and community resources related to dog control and veterinary referral services.

Considerable knowledge of: Principles and practices of public or business administration, including personnel management, leadership, communications, and budget/grant administration; participative management theories; team building and conflict resolution; record keeping and database management techniques.

Substantial skill & ability to: Interpret and enforce dog control laws; evaluate program requirements and initiate program operational decisions; plan, supervise and evaluate the work of assigned staff; track and maintain statistics regarding service calls/investigations and dog licenses; direct staff in continuous efforts to improve quality, productivity and effectiveness; incorporate team participation in decision making; apply strong leadership skills to building and maintaining an effective team; respond to questions and concerns of County citizens; establish and maintain cooperative working relationships with County divisions, law enforcement agencies, civic and community organizations, veterinarians and the public; communicate effectively both orally and in writing; compile and analyze data and develop recommendations; and occasionally lift up -20 pounds unassisted.

EXPERIENCE AND TRAINING:

Bachelor's degree in animal science, pre-veterinary medicine, public relations, public or business administration, or a closely related field; **AND**

Three (3) years of progressively responsible experience in operations management, including at least two (2) years of supervisory experience; **OR**

Any equivalent combination of experience, education and/or training relevant to the position.

NECESSARY SPECIAL REQUIREMENT:

1. Must possess, or obtain within 30 days of hire, a valid Oregon driver's license. Must possess, at time of hire, and maintain an acceptable driver's record.

2. Must pass a criminal history background investigation; however, conviction of a crime may not necessarily disqualify an individual for this classification.
3. Must be able to work a flexible shift or workweek including weekends.
4. Final candidate must be able to pass a drug test.

Adopted: 5/04

Revised: 9/04, 12/06