Silicon Valley
Animal Control Authority

Agency Members
City of Campbell
City of Monte Sereno
City of Mountain View
City of Santa Clara

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JOB DESCRIPTION

SHELTER MANAGER

THE POSITION	Under direction from the Executive Director, the Shelter Manager will plan, organize and supervise the Animal Shelter to ensure that high quality customer service is provided to all customers as well as to ensure that humane animal care is provided to all shelter animals. This is an at-will position.
EXAMPLES OF DUTIES	♦ Review, monitor and support daily activities of the shelter. ♦ Responsible for daily dispositioning of shelter animals. ♦ Train and evaluate Care Specialist Staff. ♦ Evaluate, temperament test and screen animals for placement. ♦ Perform euthanasia. ♦ Responsible for proper cash drawer balance and prepare deposits. ♦ Maintain appropriate records and reports. ♦ Handle personnel issues such as conducting regular, timely performance reviews and properly deal with performance issues. ♦ Develop work schedules. ♦ Order and maintain supplies. ♦ Work with and direct volunteer activities. ♦ Perform Care Specialist and other duties as required.
ESSENTIAL JOB FUNCTIONS and REQUIREMENTS	♦ Must have three years of supervisory or management experience or its equivalent in an agency with the aforementioned responsibilities. ♦ Must hold a California State Euthanasia Certificate along with demonstrated ability and skill in humane euthanasia techniques or ability to obtain certification within six months of employment. ♦ Must have a high school diploma, G.E.D equivalency, or a high school proficiency certificate. ♦ Must have computer training and/or experience. ♦ Must have knowledge and demonstrated ability to identify animal breeds, age and health conditions. ♦ Must have extensive knowledge and skills in the humane care and handling of animals. ♦ Must have knowledge of basic animal behavior. ♦ Must have knowledge of proper kennel cleaning techniques. ♦ Must have knowledge of modern office methods, procedures and equipment. ♦ Must have excellent customer service and conflict resolution skills. ♦ Must have the ability to work quickly, efficiently and be well organized. ♦ Must have the ability to communicate effectively both orally and in writing. ♦ Must possess a valid California driver's license with a clear driving record and be insurable. ♦ Will work both indoors and outdoors in all weather conditions during daylight and after dark. ♦ Will be exposed to loud noise, offensive odors, chemicals, animal parasites and excreta. ♦ Will work with healthy, sick, dead and fractious animals. ♦ Will work with difficult and irate customers. ♦ Will be required to stand or sit for long periods of time, walk, reach, frequent bending and stooping, lift and carry up to 75 lbs. without assistance. ♦ Will perform euthanasia which may cause physical or emotional stress. ♦ Must work rotating shifts, weekends, holidays, overtime and be on-call after hours as needed.