

JAR Deputy Director Job Description

DESCRIPTION & ESSENTIAL FUNCTIONS:

DESCRIPTION:

Under minimal supervision, the Deputy Director manages shelter staff, programs, and physical facilities and ensures the humane treatment of sheltered animals.

ESSENTIAL FUNCTIONS:

The Deputy Director is responsible for management of staff; ensures that standard operating procedures are updated, documented and followed; and oversees shelter operations. This position works closely with all department supervisors to integrate departments and programs within the shelter. This position oversees humane animal care, intake and adoption of animals; ensures the safety, sanitation, and upkeep of the facility; provides staff training, prepares operational reports, serves as the on-site spokesperson to the public, and educates the public about responsible pet ownership and animal regulations and laws.

DUTIES & RESPONSIBILITIES *includes the following. Other duties may be assigned.*

STAFF MANAGEMENT:

- In cooperation with Department Supervisors, manage the operation, staff, physical facility and programs of the Juneau Animal Rescue.
- In cooperation with Department Supervisors hire, supervise, evaluate, promote, discipline and terminate Shelter staff.
- Conduct meetings with staff to review policies and procedures, discuss workplace issues, and share ideas to improve animal care.
- Perform daily inspection of shelter facilities to monitor the general health of shelter animals and to ensure that care and handling of animals is rendered in a safe, sanitary, and humane manner.

STANDARD OPERATION PROCEDURES & POLICIES:

- Work closely with the Executive Director to develop and implement goals, policies and procedures for the Animal Shelter to ensure the health and safety of all shelter animals and staff. Maintain and update all standard operating procedures, personnel policies, plans and training programs for all core functions of the organization. Regularly review policies and procedures to identify potential improvements and efficiencies.
- Work with Department Supervisors to revise and enforce effective standard operating procedures, management techniques, safety protocols, humane animal care and enforcement oversight.
- Work in partnership with Departmental Supervisors to ensure that records are properly maintained including: animal intake, disposition, adoption, euthanasia, and spay and neuter of shelter animals.
- Work with Departmental Supervisors to ensure the sanitation of shelter and vehicles used by Animal Control & Protection Officers to minimize the spread of disease.
- Work with Departmental Supervisors to coordinate educational outreach programs and make presentations for schools, civic groups, public agencies and related groups.
- Ensure all web and printed information reflects a positive and consistent message.
- Develop and implement training modules for staff and volunteers to increase their knowledge of the Shelter and their advocacy for the Juneau Animal Rescue.
- Meet and greet the public and answers questions regarding animal shelter operations and policies.
- Work with Departmental Supervisors to arrange for appropriate care of both shelter animals and public animals with veterinary treatments.

SHELTER OPERATIONS:

- Analyze data and create reports on operational statistics and shelter activities to partner with Executive Director on recommended oversight, project management, long-term planning and budgeting.

- Respond to and resolve sensitive inquiries and complaints from the general public and/or refer them to the Executive Director.
- Ensure that appropriate fees are collected from pet owners for boarding, grooming, impound, etc.
- Work in partnership with Departmental Supervisors to oversee the purchase of shelter supplies and inventories, including needed pharmaceuticals.
- Work in partnership with the Maintenance Technician to schedule and ensure regular inspections of shelter property for needed repairs and maintenance.
- Work closely with the Administrative Manager on financial reconciliation, insurance requirements and Human Resource issues.
- Help create, organize and oversee fundraising events, special projects, advertising campaigns, web page and social media.
- Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

- Proficiency in Windows, Word, Excel
- Mathematical skills and experience handling cash
- Knowledge of Point of Sale systems and basic accounting skills
- Management experience, preferably in an animal-related field
- Skills in documentation with attention to detail and accuracy
- Strong communication skills, both verbal and written
- Proven capability in customer service
- Ability to solve problems and multi-task
- Demonstrated self-Initiative
- Strong computer skills are required, including computer skills necessary in order to create educational materials, brochures and website/social media publications
- Sensitivity to confidential matters
- Ability to resolve conflict professionally
- Ability to work weekends, evenings, holidays and special events, as needed and required
- Ability to Interpret, explain, and ensure compliance with policies, procedures and regulations
- Knowledge of and/or ability to learn state and local laws, regulations, codes and ordinances relating to the proper treatment and sheltering of animals
- Proficiency in creating a budget and working within budgetary restrictions
- Ability to use diplomacy to achieve consensus and cooperation, especially on difficult or divisive issues
- Ability to lead by example by promoting positive, collaborative and professional working relations among staff

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Work is performed in a shelter, office and occasional outdoor environment
- Ability to frequently climb, balance, bend, reach, stoop, squat, kneel, crouch and crawl
- Typical shift requires long periods of standing and walking
- Must be able to lift a minimum of 50 pounds
- Work is subject to frequent interruption
- Exposure to cleaning agents and allergens
- Exposure to zoonotic disease
- Subject to work varied shifts, weekends and holidays
- Subject to loud/frequent noise
- Subject to exposure of dangerous and fractious animals, animal bites and scratches

- Manage the mental and emotional stress that may accompany working in a shelter environment where animals are euthanized
- Travel to training, engagements and media interviews

MINIMUM QUALIFICATIONS:

At least a two year degree with emphasis in business administration, business management, animal science, or a closely related field and one year as a manager or supervisor, preferably in an animal related field, with management of at least two employees.

OR

Three years' experience in a supervisory or management role, preferably in an animal related field, with management of at least two employees.

****A degree or college level course work in animal science or related field is preferred but not required.***

Examples of management experience include: managing staff; planning department activities; evaluating work effectiveness; managing expenses and resources; developing budgets and performing cost-benefit analysis; recruiting, hiring, and evaluating employees; performance reviews; directing operational logistics; developing strategies for meeting departmental objectives.

Examples of supervising experience include: Organizing and developing employee schedules; training new employees; monitoring work progress; monitoring expenses and supplies; overseeing operational logistics.

SUPERVISION:

The Deputy Director reports to the Executive Director. Supervisory responsibility includes direct supervision over 5 full-time staff and secondary supervision of approximately 22 other staff members.

EMPLOYMENT DISCLAIMER: *This job description is not a contract. Management reserves the right to change the contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of sex, race, color, age, national origin, religion, disability, genetic information, marital status, sexual orientation, gender identity, citizenship, pregnancy or veteran status, or any other status protected by applicable law. This organization is an Equal Opportunity Employer.*

Please submit the following to JAR Executive Director, Samantha Blankenship, at samantha@akjar.org:

1. Cover letter outlining your qualifications as they relate to the responsibilities, minimum qualifications, and knowledge, skills, and abilities listed above;
2. Resume;
3. Three references; and
4. A separate writing sample of your choice.

The cover letter, resume, and writing sample will be used to determine which applicants will advance to the interview phase. Only qualified applicants will be contacted.

Applications must be received by 5 PM Alaska time May 13, 2022.