



**Title:** Shelter Manager

**Reporting Relationship:** Executive Director

**Status:** Full-time, Exempt

**Location:** 1149 New Mill Drive, Chesapeake, VA 23322 (primary)  
312 Battlefield Blvd N., Chesapeake, VA 23320 (secondary)

### **Summary**

The Shelter Manager is responsible for the operations of the shelter and foster program. Oversight of maintenance and cleaning procedures; monitoring the health and well-being of all animals in our care through the shelter, including fosters, and crisis boarding programs; optimizing and effectively using available space; and overseeing our foster volunteers and Humane Ambassador partners. This position represents CHS to the public as needed in support of CHS's mission.

### **Duties and Responsibilities**

#### **Shelter Operations**

- Supervise, train, and support shelter staff and volunteers
- Hire, schedule, discipline, and terminate shelter staff as appropriate; maintain personnel files for direct reports and approve staff time cards
- Maintain up-to-date Standards of Protocol for shelter operations (including sanitation, animal care, medical care, adoption van, transport of animals, and customer service) in cooperation with the Medical Director and ensure compliance with all legal regulations, including but not limited to state regulations and DEA compliance.
- Ensure animals in the program are advertised on adoption platforms in a timely manner, including creative and accurate descriptions and good quality photos
- Oversee, manage, and develop the Adoption, Foster Care, and Humane Ambassador programs, including off-site adoption centers and adoption events
- Counsel adopters and relinquishers, perform intakes and adoptions
- Perform animal behavior evaluations, implement behavior modification and/or medical plans, and make recommendations for adoption, rescue placement, or euthanasia
- Manage relations with sister shelters in regard to transfer of animals and plan collaborative events as appropriate
- Track shelter metrics for compilation in board, city, and state reports; evaluate and report on productivity, spending, and mission fulfillment
- Serve on the Chesapeake Animal Services Advisory Board as a CHS representative
- Order shelter, medical, and retail supplies as needed
- Assist with budget planning; monitor revenue and expenses throughout the year, providing timely reports
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Respond to adopter concerns, forwarding to Executive Director as appropriate

### **Working Relationships and Direct Reports**

The Shelter Manager is part of the Leadership Team at CHS. The Leadership team consists of the Executive Director, the Medical Director, the Clinic Manager, the Shelter Manager, the Community Engagement Manager, and the Development Manager.

It is essential that the Leadership Team works collaboratively to ensure our mission and goals are carried out effectively and efficiently.

#### **Leadership Working Relationships, including but not limited to:**

- Work in collaboration with the Executive Director for program goals, budgeting, reports, and team meetings
- Work in collaboration with the Medical Director and the Clinic Manager to ensure a smooth process for shelter animals, including fosters, in need of surgical procedures or veterinary exams
- Work in collaboration with the Medical Director for efficient DVM shelter rounds
- Work in collaboration with the Community Engagement Manager to assess pets entering the Crisis Boarding program and ensure they receive appropriate daily care and medical care
- Work in collaboration with the Development Manager to promote animals in the adoption, foster, and Humane Ambassadors program consistently
- Work in collaboration with the Development Manager to create educational materials, promotions and advertisements, and updated website content related to the shelter program, using CHS branding guidelines
- Work in collaboration with the Development Manager to ensure shelter grants are appropriate for our programs and awarded grants are fulfilled and properly reported
- Work in collaboration with Development Manager to get success stories for grants, appeals, and social media
- Work with the Medical Director and Executive Director in making decisions about euthanasia, using CHS's Asilomar Matrix

#### **Direct Reports, including but not limited to:**

- Shelter Coordinator positions include Foster Coordinator and Medical Coordinator
- Animal Care Attendants

There are times when positions may not be filled, especially Coordinator positions. The Shelter Manager's responsibility is to ensure these duties are fulfilled even if the position is not filled.

### **Other Duties**

- Perform and assist with humane euthanasia
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Uphold and embrace CHS's Workplace Culture Agreement in all aspects of work
- Participate in leadership team meetings
- Provide monthly board reports and attend board meetings as requested
- Perform other duties as necessary

### **Skills and Educational Requirements**

- High school diploma or GED required. Bachelor's Degree or other relevant training preferred
- One to three years of supervisory management experience, with proven leadership ability
- One to three years related professional experience in a shelter environment or veterinary hospital preferred

- Experience with shelter management software strongly preferred
- Confidence using computer systems and learning new software
- Current VDACS euthanasia certification or obtain within 6 months of employment
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Strong written and oral communication skills
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to build and lead a team
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

### **Physical and Time Demands**

- Flexible working hours may including evenings and weekends - regular schedule except around events and certain campaigns
- Ability to work in a fast-paced setting with distractions
- Ability to work remotely
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 50 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS transport van (Dodge Sprinter)

### **Salary and Benefits**

- \$45,000 - \$55,000 annual salary, depending on experience
- Medical, Dental, and Vision Insurance
- \$50k Life Insurance policy
- Employee Assistance Program
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays
- Personal Time-off
- Flexible work schedule
- Minimal on-call or emergency needs for CHS shelter pets
- Remote work opportunities (for a portion of work, in-office required ~80% of the time)
- Simple IRA Plan with organization match
- Paid annual Continuing Education requirements
- Paid professional licensing fees
- Professional development and continuing education opportunities
- Bring your pet to work policy
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

**To apply, submit cover letter, resume, and professional references to [Hiring@chesapeakehumane.org](mailto:Hiring@chesapeakehumane.org).  
Please put the position title in the subject line.**