

Animal Welfare Society of Monroe (AWSOM)
Job Description

Job Title: General Manager
Reports To: Board of Directors
Department: Administrative
FLSA Status: Non-Exempt

Summary: Responsible for the day to day operations and decisions in all operating areas of the shelter and clinic (Wellness Center) to assure achievement of established goals and objectives by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Establish and monitor compliance with all local, state, and federal laws with regards to animal housing, care, intake, disposition.
2. Plan, implement, facilitate, monitor and evaluate all animal care protocols and policies at the shelter and clinic, including, but not limited to, feeding, grooming, medications, parasite control, health related issues and sanitation.
3. Oversee updates to medical data reports to clinic regarding shelter animals and coordinate medical care as required.
4. Oversee implementation and evaluation of animal intake procedures to ensure appropriate care results for animals.
5. Oversee implementation and evaluation of animal adoption program to ensure appropriate animal placement.
6. Oversee implementation and evaluation of return to owner protocols to ensure appropriate outcomes for animals.
7. Communicate and coordinate with foster care volunteers regarding medical and general care issues as required.
8. Provide guidance and training as necessary to the animal care staff in order to ensure proper sanitation, feeding, enrichment and medication administration.
9. Promote a humane and caring attitude toward all animals and to treat all animals humanely, properly and with compassion at all times, regardless of circumstances including those that are sick, injured, feral or aggressive.
10. Coordinates and monitors operations to ensure goals, contributions, and business for AWSOM and its programs are sufficiently met.
11. Develop and maintain an effective organization through the selection, training, motivation, supervision, termination and review of employees.
12. Maintain employee work/vacation schedules to ensure staffing needs are met in accordance with organization policy and guidelines.
13. Develops and maintains a program for sound employee relations in accordance with established organization policies.
14. Maintain and update personnel records for each employee in accordance with State and Federal requirements.

15. Review and reconcile employee timesheets and process payroll in conjunction with outside payroll service; maintain related payroll information as required.
16. Administer Worker Compensation and Unemployment Compensation claims and subsequent forms and reports.
17. Maintain and update AWSOM website and social media accounts ensuring accurate and timely communication.
18. Ensure a healthy, safe, sanitary, pleasant and clean facility for the animals under the care of AWSOM at all times.
19. Implement and coordinate a facility-wide cleaning program and schedule.
20. Perform multiple walk-throughs of the shelter daily to ensure proper sanitation and feeding of the animals.
21. Develop and implement a security plan and assure responsibility for opening and closing the facility are assigned and responsibly met.
22. Act as Administrator for PetPoint software and ensure all records in the daily operation of the shelter are maintained and complete.
23. Provide a daily activity report to the Board of Directors.
24. Oversee the collection, documentation, and reconciliation of all incoming monies and donations and insure the safe and secure handling of funds.
25. Assist staff and volunteers when necessary to assure smooth, courteous handling of the public and their pets.
26. Maintain and inventory food and other supplies.
27. Perform duties as needed in the shelter with all aspects of animal care and customer service.
28. Maintain discretion and confidentiality regarding medical, patient, donor and adopter information.
29. Serve as a member of the Operations Committee to address AWSOM policies and procedures.
30. Carry out responsibilities in accordance with company policies and applicable federal and state laws.
31. Observe all safety rules and regulations for self and others.
32. Support the Mission, Vision and Values of AWSOM (as set forth below.)
33. Perform other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory Responsibilities:

Manages 2 subordinate supervisors who supervise up to 25 employees in the shelter and clinic areas. Directly supervises 2 employees (non-supervisory) in the bookkeeping area. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing,

hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge in word processing software, spreadsheet software, accounting software, database software, contact management software, internet software and POS systems.

Education/Experience:

High School Diploma or equivalent (GED); and four to six years related experience and/or training in animal handling, animal medical care, and supervision; or equivalent combination of education and experience.

Certificates and Licenses:

Valid Driver's License

Equipment:

Animal chip scanner, medical testing kits, medical syringes, and sanitizing gun.

Skills, Knowledge, and Abilities:

Oral Communication Skills
Written Communication Skills
Reading Skills
Negotiation Skills
Planning
Discretion
Problem Solving
Professionalism

Time Management
Organizational Skills
Interpersonal Skills
Diplomacy
Ethics
Computer Literacy
Customer Relations
Budgeting

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical/Sensory Functions	Amount of Time
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	None	Occasionally	Frequently	Regularly
Stand	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Sit	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Use hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Reach with hands and arms	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climb or balance	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stoop, kneel, crouch or crawl	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk/Hear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Taste/Smell	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Push/Pull	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Lift and/or Move Indicate weight in pounds. 50	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Vision Requirements:

- No Special Vision requirements
- Close Vision (clear vision at 20 inches or less)
- Distance Vision (clear vision at 20 feet or more)
- Peripheral Vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to Adjust Focus (ability to adjust the eye to bring an object into sharp focus)
- Ability to See Color

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Description of Environmental Conditions	Amount of Time			
	None	Occasionally	Frequently	Regularly
Wet or humid conditions (non-weather)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work near moving mechanical parts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work in high, precarious places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fumes or airborne particles (dander)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Toxic or caustic chemicals	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor weather conditions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extreme cold (non-weather)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extreme heat (non-weather)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk of electrical shock	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work with explosives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk of radiation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vibration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal Bites/Scratch	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal blood/urine/fecal matter	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Noise Level:

- Not applicable
- Very quiet
- Quiet
- Moderate noise
- Loud
- Very loud

Employees are expected to support the Mission, Vision and Values of AWSOM

Mission:

AWSOM provides shelter and medical care for companion animals where they are free from abuse, hunger, fear and loneliness, until placing them in responsible, forever homes.

Vision:

AWSOM aims to provide a lasting safe haven shelter for unwanted companion animals throughout Monroe County, PA. We seek to end the cycle of pet overpopulation through the widespread education about—and practice of—spay and neuter. We strive to provide the community with high-quality, affordable veterinary care. We dream of a future where the unnecessary killing of homeless pets is rejected nationwide.

Values:

Compassion – We show empathy and sympathy for animals and people through positive and constructive action.

Communication – We are careful listeners and clear, factual articulators of information necessary to perform our work.

Commitment– We are steadfast in our efforts to achieve our mission.

Flexibility – We are willing and comfortable adapting to new circumstances and conditions.

Teamwork – We collaborate and communicate to achieve common goals, understanding that the organization thrives when unified.

Integrity – We act with honor, fairness and respect for animals, individuals, the organization and our community.

Respect – We are considerate and demonstrate professional regard in all aspects of our work.