

Position Description

ESSENTIAL JOB FUNCTIONS

Administrative:

- Help assist our Front Desk staff when needed in answering the phone, responding to emails, organizing paperwork, and greeting visitors.
- Maintain and update comprehensive binders on shelter information and processes.
- Have weekly check-ins with the Shelter Operations Manager to update and communicate any needs or problems that have arisen around the shelter.

Operations:

- Complete morning and evening checklists to maintain status quo throughout the facility.
- Help to create and conduct training for new staff on current shelter policies and procedures.
- Engage with our visitors by educating them about the programs and animals we have in our care.
- Provide excellent customer service by helping to answer questions about our shelter to the public.
- Work with the Shelter Operations Manager to schedule out any special projects for the Compassionate Care Technicians.
- Communicate with the Lead Compassionate Care Technician-Animal to schedule daily animal specific tasks for the Compassionate Care Technicians.
- Communicate any facility needs, ensure that all areas remain functional.

Management:

- Do daily walkthroughs of the facility to ensure that staff members are completing their duties efficiently and working productively in their assigned areas.
- Coordinate with staff as they arrive in the morning to ensure that everybody knows what their assigned daily tasks are.
- Assist Compassionate Care Technicians when short staffed.
- Assist our Compassionate Care Technicians with handling more difficult or emotionally charged conversations with the public.

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ASSISTANT SHELTER MANAGER

- Schedule times throughout the day for Compassionate Care Technicians to complete all daily ShelterLuv work.
- Help to coordinate daily Adventure Tails tasks and ensure our Adventure Tails supplies are fully stocked and clean at all times.

WORKING CONDITIONS:

- Indoors in a high noise, air-conditioned/heated building, outdoors at shelter, or on-location for various activities
- Use of various things: laser printer, copy machine, fax machine, telephone, power washer, industrial laundry machine, dryer, and cleaning supplies.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches
- The employee must frequently lift and/or move up to 50 pounds.
- The employee must frequently bend, grip and be flexible to do so.
- Ability to work around pet dander, dust, and other allergens without issue. Regularly required to stand and walk.
- Strong data entry skills and the ability to maintain accurate records in ShelterLuv.
- Requires working alone or with minimal supervision – must be self-motivated.
- Requires patience and tact when working with difficult, emotional, or angry people.
- Requires treating people and animals in a pleasant, courteous, and professional manner.
- Adherence to the FredSPCA's policies and philosophies.
- This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties required by their supervisor.
- This document does not create an employment contract implied or otherwise, other than an "At-Will" relationship.

DRESS CODE

- Appropriate attire includes, but not limited to:
 - Full-set scrubs or scrub bottoms and an SPCA logo t-shirt.
 - Jeans with a Fredericksburg SPCA logo t-shirt
 - Business casual attire.
- Sturdy, closed toe shoes must be worn at all times while on premises and working.
- Clothing and/or accessories must not include items or embellishments that "dangle" nor include excessive amounts of fabric.

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- Management maintains the right to require any employee wearing any item of clothing or accessories that is determined to be unsafe or inappropriate to change from said clothing or remove such accessories.

COMPENSATION & BENEFITS

- This is a full-time, hourly, non-exempt position with the opportunity for career advancement and performance-based promotions.
- After a 60-day probationary period, the employee will become eligible for paid time off, paid birthday leave, low- or no-cost adoptions, and discounted shopping in the SPCA's boutique. Other benefits are detailed in the Employee Handbook.

TERMS OF EMPLOYMENT

In accepting this offer of employment, I attest and understand that the forgoing will be used to create performance metrics or key performance indicators (KPIs) that will be used to measure performance and progress.

Additionally, I certify and understand that I am an "At-Will" employee, and that neither me nor any Fredericksburg SPCA (henceforth FredSPCA) representative have entered into a contract regarding the terms or duration of my employment. As an At-Will employee, I will be free to terminate my employment with the FredSPCA at any time, with or without cause or advanced notice. Likewise, the FredSPCA will have the right to reassign, make changes in compensation, or to terminate my employment at any time, with or without cause or advanced notice.

At the termination of employment, any/all items belonging to FredSPCA, to include equipment, keys, documents, software, data, information property, or other items, as identified, must be turned over to the FredSPCA. Failure to do so may result in the delayed payout of unpaid wages or benefits and/or result in formal action to aid in recovery. Additionally, upon termination of employment, I agree to make no disparaging or negative comments about the Fredericksburg SPCA or its employees and officers and comply with the Fredericksburg SPCA's non-disclosure agreement as outlined in the employee handbook. Failure to abide may result in formal action.

I attest that I have read and understand the duties and expectations as described regarding this position.

Accepted and attested to:

Employee Name (printed)

Signature

Date

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Hiring Manager Name (printed

Signature

Date