

Fried's Cat Shelter, INC Executive Fried's Cat Shelter, INC Job Description  
Executive Director  
Reports to: Board of Directors FTE: full time

### **JOB SUMMARY**

The Executive Director provides leadership, direction, and supervision to ensure best practices in cat care and client care for the shelter and programs. The Executive Director also strives to consistently meet the goals of Fried's Cat Shelter, INC along with the Board of Directors. The Executive Director serves as a dynamic liaison between the staff, Board of Directors, the community, and other animal welfare organizations and volunteers in the area. The Executive Director will be the shelter's visible spokesperson and will have a unique opportunity to positively influence the community at large.

### **WORKING RELATIONSHIPS**

- Reports to the Board of Directors
- Works closely with area veterinarians, community partners, local animal welfare organizations, and transfer partner agencies
- Provides direct supervision to the cat care staff and volunteers

### **RESPONSIBILITIES: Fried's Cat Shelter, INC Executive Director Job Description**

#### **Essential Job Functions**

- Responsible for managing the day-to-day operations of the adoption center. Ensures all staff and volunteers understand and support the mission and values of the organization as set forth by the Board of Directors as well as the organization's Standard Operating Procedures
- Responsible for planning, conducting, and documenting regular staff meetings
- Ensures the safety and sanitation of the facility
- Stays current on animal shelter and adoption best practices and ensures Standard Operating Procedures reflect industry best practice
- Monitors spending to ensure expenditures stay within the allotted budget amounts
- Oversees animal care staff training, reviews, and performance plans
- Keeps data regarding key functions of the shelter such as number of adoptions, relinquishments, spay/neuters, etc. Analyzes this information monthly and presents quarterly shelter reports to the Board of Directors at least one week prior to board meetings
- Provides exceptional customer service, resolves customer complaints, and ensures a positive customer experience
- Must work collaboratively and build trustworthy relationships
- Must work independently and confidently using superior discretion and judgment
- Strong project management skills and ability to handle large amounts of e-mail, postal, and telephone correspondence in a timely and professional manner
- Excellent organizational and time-management skills
- Ability to prioritize with strong problem-solving skills and flexibility
- Excellent follow-through skills and strong attention to detail
- Energetic, team-oriented, and quality minded
- Excellent written and oral communication skills, especially active listening and empathetic speaking; exceptional knowledge of grammar, punctuation and spelling
- Proficiency with Microsoft Office or Open Office products, Shelter Management software, Google applications, and Quickbooks
- Understanding of and commitment to the No Kill Equation
- Understanding of community cat issues and appropriate solutions
- Understanding of the non-profit model, and familiarity with principals of fundraising

### **Personnel Management**

- Is a leader by example to staff, volunteers, and customers of Fried's Cat Shelter, INC
  - Sets the standard for staff behavior, attitude, and customer service
  - Supervises, guides, provides feedback, disciplines, and evaluates animal care staff in the performance of their job responsibilities and for their growth and safety
  - Ensures employee files are current and secure and all disciplinary issues are documented in the employee file
  - Prepares staff assignments and schedules to ensure shelter operations are covered, in accordance with budgetary guidelines and equitable to all staff

### **Public Relations, Fundraising, and Community**

- Build and maintain relationships with funders and donors
- Research and write grants, and manage donor appeals
- Develop and assist the Board of Directors with fundraisers and community events
- Develop and manage community outreach initiatives, marketing and public relations
- Create and distribute the quarterly newsletter
- Manage and expand educational and volunteer programs
- Foster good relationships with local veterinarians and animal-related businesses, as well as local newspapers and other community organizations
- Manage online marketing including social media, E-mail distribution, and the shelter website

### **Animal Care**

- Ensures the well-being and humane treatment of animals
- Follows and enforces disease control protocol to ensure a safe, healthy environment
- Maintains a healthy and calming environment for the animals
- Fosters a professional and cooperative relationship with others in the animal welfare industry
- Ensures daily cleaning of rooms, feeding and caring for shelter animals, and medical care is being performed regularly and appropriately by shelter staff

### **Administration**

- Makes routine inspections to ensure the facility, building, and grounds are clean, safe and sanitary in accordance with standard operating procedures. Monitors safety compliance of staff and volunteers to prevent injuries to animals or humans. Delegates cleaning responsibilities to ensure sanitary conditions to appropriate staff persons or volunteers
- Ensures all equipment in the shelter is working properly
- Ensures that the public receives courteous and professional service. Takes control of tense situations with distraught or angry customers and instructs staff to do the same when necessary. Handles client complaints and ensures clients are treated with respect and professionalism by all shelter staff and volunteers in accordance with standard operating procedures
- Strives to remain current on best practices in animal health and shelter procedures
- Meets regularly with staff to review procedures, discuss workplace issues and share ideas
- Meets with Board of Directors regularly to provide input for long-range programs, review policies and procedures and financial statements
- Reviews Standard Operating Procedures, animal care job descriptions, and operations-related documents at least bi-annually and revises as necessary
- Attends all Board meetings for the purposes of providing status of shelter operations
- Other duties as assigned

### **EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES**

- Bachelor's or Associate's degree preferred in nonprofit management, business administration, or a related discipline, **or** equivalent work experience
- Passion for animal welfare; current working knowledge of animal care and adoption issues

- Current understanding of compliance issues involving pertinent federal, state and local regulations
- Experience with strategic and operational planning
- Understanding of financial management and accounting principles
- Excellent verbal and written communication skills, as well as strong public speaking skills
- Ability to set clear priorities, delegate and guide investment in people and systems; keen analytic, organization and problem-solving skills, which support and enable sound decision making
- Strong motivational skills, management skills and interpersonal skills, with the ability to provide staff and community leadership
- Strong commitment to the professional development of staff and a successful track record of recruiting and retaining a diverse team. Ability to encourage staff to share ideas and take appropriate initiative
- Ability to be flexible and able to adapt to immediate or unforeseen challenges
- Demonstrated proficiency across multiple social media platforms

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

The offices and operations of an animal shelter can be high stress and very busy at times. This position is scheduled for 5 days. The schedule varies and may require evening hours or working on scheduled off days to complete the job, and may include working some holidays or overtime, depending on shelter needs. Candidate must be flexible with schedule changes and short notice overtime requests.

This position requires a great deal of standing, walking, sitting, kneeling, crouching and general mobility. It may include lifting, carrying, and pushing of supplies and cleaning of animal areas, must be able to lift 40 pounds. While performing this job, it will regularly be required to use hands and arms to reach, grasp, and hold animals, supplies and other tools; to talk and speak clearly to clients and co-workers; and to hear questions and animals.

This position requires the ability to work safely around unruly, sick, injured, or potentially dangerous cats.

This position requires working around and with chemical compounds (i.e. bleach, detergents, and disinfectants) used to clean and disinfect kennels, cages, and other surfaces. While working with shelter animals there is a risk of exposure to parasites and infectious diseases. Allergic conditions, which would be aggravated when handling or working with animals or cleaning supplies may be a disqualification. Work can occur in an office setting, animal areas, on the grounds of the facility, and/or off-site. Use of an appropriate motor vehicle is required.

Must have a valid drivers license and ability to operate a motor vehicle.

Fried's Cat Shelter, LLC is an equal opportunity organization and does not discriminate based upon race, color, sex, pregnancy, age, national origin, religion, disability, veteran status, genetic information, gender identity or other categories protected by applicable law.

### **Application**

E-mail the following to **BOD@friedscatshelter.org** subject "Executive Director" prior to 4/15/24:

- Cover letter (addressed to Fried's Cat Shelter Board of Directors), briefly summarizing organizational management and animal welfare experience
- Resume
- Three professional references with contact information