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JOB DESCRIPTION

**Lancaster Site Manager**

*Implemented 3/15, FLSA Status: Exempt*

**SUMMARY:** The Lancaster Site Manager will be responsible for the care and upkeep of the Pennsylvania SPCA facilities in Lancaster, PA. The Manager is responsible for the animals that receive care at this facility, for the staff, volunteers, and clients at the facility, as well as all activities performed there. The Manager will provide compassionate and attentive care for animals housed at the site, will maintain a clean healthy environment for the animals and the public, will maintain a positive profile of the organization in the surrounding community, and will achieve adoption and revenue goals. The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

**PRINCIPAL DUTIES**

* Provides leadership and direction to all staff at Lancaster site.
* Develops and maintains strong community relationships, including but not limited to local businesses, supporting organizations and humane partners.
* In collaboration with the Development Team, advance and maintain relationships with Pennsylvania SPCA donors, providing stewardship and increasing gifts made to the Lancaster site.
* Assists Development team with the application and execution of grants focused programs at the Lancaster site.
* In collaboration with the Marketing and Public Relations team, assist with the marketing and promotion of services and activities at the Lancaster site.
* Monitors the site’s budget and expenses and participates in the creation of new budgets.
* Participates in development, prioritization and execution of short and long term projects focused on the Lancaster site.
* Maintains essential communication with administrative, operational and veterinary staff at the Erie Avenue site, which will include regular visits to Philadelphia.
* Works closely with the Director of Facilities and City of Lancaster to ensure facility issues are addressed and handled in a timely fashion
* Oversees any contracted workers and work as assigned and designated by the Director of Facilities
* In collaboration with the Volunteer Services Manager, provide oversight and supervision to the Lancaster site volunteer program
* Makes hiring and dismissal recommendations; provides disciplinary actions; prepares work schedules and assignments. Monitors recordkeeping activities filed by assigned personnel for completeness, accuracy, and adherence to policy and procedure guidelines; instructs personnel in departmental policies, procedures and techniques; and provides training.
* Maintains written policies, procedures, protocols, forms and training materials for all work done at the site, ensuring all work is performed in accordance with PSPCA policies and procedures.
* Sets priorities for work done at the site, and ensures all staff follows good policies.
* Regularly collects maintains, and reports data on the work performed at the site.
* Resolves problems and addresses any customer dissatisfaction.
* Assists staff with animal, customer, maintenance, and data related tasks as needed.
* Collaboratively with Marketing and Public Relations team and Lifesaving Director, schedule and coordinate offsite adoptions and events, as well as in-house adoption promotions and events as needed.
* Responsible for financial management of site, including accurate bank deposits, accurate daily cash receipts, and timely reporting to the finance department.
* Ensures shelter buildings, work and office areas, vehicles, equipment and grounds are maintained in good, operable conditions to assure efficient operations and safety for animals, staff and the general public.
* Follows all policies and procedures, as well as, working effectively, efficiently and in accordance with the organization’s policies.
* Ensures transportation for animals as needed.
* Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance.
* Ensures good intake procedures and the intake of safe, healthy animals.
* Ensures good enrichment practices and the behavioral health of the animals at the site.
* Ensures inventory is maintained for smooth daily operations.
* Provides high quality customer service to people who visit or call the Pennsylvania SPCA.
* In collaboration with the Veterinary team monitor the health of the animals in the shelter, and entering the shelter, on an ongoing basis by rapidly identifying any health problems or conditions (medical or behavioral) and immediately reporting them to veterinary staff.
* Ensures safe, high quality adoptions and other public services.

**EDUCATIONAL REQUIREMENTS**

High School Diploma or equivalent. Bachelor’s degree preferred.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* 6- 8 years shelter management in animal welfare required
* Experience in open intake animal shelters preferred
* Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
* Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times.
* Strong problem solving skills – focusing on finding solutions to problems and challenges.
* Strong organizational and computer skills.
* Able to remain pleasant and calm even in stressful situations.
* Able to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
* Flexibility the ability to manage multiple tasks.
* Knowledge of animal behavior and common medical conditions (or a willingness to rapidly gain this knowledge.)
* Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
* Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary.
* Must have a sincere interest in the work, programs and mission of the Pennsylvania SPCA
* Valid driver license

**IMMEDIATE SUPERVISOR CEO**

**HOURS** FLSA STATUS: EXEMPT POSITION Minimum of 8 hours per day, 40 hours per week. Daily morning and afternoon hours and days of the week may vary according to the needs of the department schedule. Position may include weekends, nights and holidays.

**INTRODUCTORY ASSESSMENT PERIOD** The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.