



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Animal Shelter Office Manager	Job Code:
Reports to: County Manager	FLSA Status: Non-Exempt
Department: Animal Protection and Control Services	Approved:

Purpose of Classification:

The purpose of this classification is to provide high-level administrative and operational support within the Animal Shelter under the direction of the County Manager. The position involves overseeing daily shelter operations, supervising staff, managing client records, ensuring facility maintenance, and maintaining a safe and welcoming environment. This role consists of a mix of administrative duties, such as scheduling and inventory management, and operational responsibilities, including enforcing policies, providing crisis intervention, and coordinating with other departments.

Essential Functions:

- Staff management: Supervise, train, and evaluate shelter staff, which can include case managers, direct service personnel, and animal care staff. This includes managing schedules, handling complaints, and facilitating professional development.
- Daily operations: Ensure the smooth day-to-day running of the shelter, which includes managing intakes, enforcing policies, and problem-solving issues that arise.
- Client services: Support and guide staff in providing high-quality, compassionate services to clients, while also directly assisting with challenging situations or senior case management needs.
- Administrative and record-keeping: Maintain accurate and confidential client files, manage office supplies, process paperwork, and ensure compliance with agency policies and external regulations.
- Facility management: Oversee the maintenance and cleanliness of the shelter facility, ensuring equipment is functional and necessary repairs are coordinated.
- Safety and compliance: Enforce safety and security measures for both staff and clients, which may include conducting safety checks and administering security procedures like breathalyzer tests.
- Coordination and communication: Maintain open communication with other managers, partner organizations, and the executive director to coordinate services and report on needs or incidents.

Preferred Education, Experience, and Attributes and Qualification Requirements:

- Strong leadership and supervision skills.
- Ability to handle crises and exercise discretion.



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- Proficiency in administrative tasks, record-keeping, and inventory management.
- Excellent communication and interpersonal skills for working with diverse populations.
- Ability to develop and implement policies and procedures.

Performance Aptitudes

Data Utilization:

- Requires the ability to review, classify, categorize, prioritize, and/or analyze data. This includes discretion in determining data classification and referencing such analysis to established standards to recognize actual or probable interactive effects and relationships.

Human Interaction:

- Requires the ability to apply principles of persuasion and/or influence.
- Equipment, Machinery, Tools, and Materials Utilization:
- Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude:

- Requires utilizing various references, descriptive, and/or advisory data and information.

Mathematical Aptitude:

- Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include the ability to perform mathematical operations with fractions; may consist of the ability to compute discount, interest, profit and loss, ratio and proportion; may consist of the ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning:

- Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning:

- Requires the ability to exercise judgment, decisiveness, and creativity in situations involving evaluating information against measurable or verifiable criteria.

ADA Compliance

Physical Ability:



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- Tasks require exerting moderate, though not constant, physical effort. They typically involve climbing, balancing, stooping, kneeling, crouching, and crawling. They may include lifting, carrying, pushing, and/or pulling objects and materials of moderate weight (12-20 pounds).

Sensory Requirements:

- Some tasks require the ability to perceive and discriminate visual cues or signals, and some require the ability to communicate orally.

Environmental Factors:

- Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, wetness, humidity, temperature extremes, or traffic hazards.

** To comply with regulations by the Americans with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the duties' purpose and result rather than how they are performed. The following definition applies: a job function is essential if removing that function would fundamentally change the job.