



MARION COUNTY

Employment Opportunity

Shelter Operations Manager

Recruitment #: 126-2026-1

Typical Work Schedule: Monday – Friday (weekends and evenings may be needed), days (some flexibility, as needed)

Information about Marion County: <http://www.co.marion.or.us/BS/HR/Documents/NeoGov/County%20Info.pdf>

Information about the department: <https://marioncountygcc.sharepoint.com/sites/CS/SitePages/Dog-Services.aspx>

Join our team at Marion County Dog Services as the Shelter Operations Manager!

This key leadership role offers the opportunity to make a meaningful difference in the lives of dogs, staff, volunteers, and our community every day. In this exciting position, you will oversee the shelter's daily operations, guide and train a dedicated team of Shelter Technicians, support veterinary services, and ensure that best practices in animal care, safety, and shelter operations are consistently implemented.

As the Shelter Operations Manager, you will lead efforts to maintain high standards of animal welfare, streamline dog flow through the shelter, and coordinate essential programs including intake, behavioral assessment, adoption services, rescue partnerships, and humane euthanasia. You will also collaborate closely with the Dog Services Director to update and create Standard Operating Procedures, monitor budgets, support facility maintenance, and drive continuous process improvements rooted in accurate data and industry best practices.

If you are an experienced leader with strong communication skills, a commitment to humane animal care, and the ability to oversee a dynamic and fast-paced operational environment, we invite you to apply for this rewarding opportunity to help strengthen the vital services provided by Marion County Dog Services.

THE POSITION

GENERAL STATEMENT OF DUTIES

Responsible to direct, plan, organize and coordinate the operations of the county's dog control program in accordance with state and county laws and regulations. Manage employees engaged in shelter operations, and related activities.

SUPERVISION RECEIVED

Works under the general supervision of the Shelter Manager, or designee, who assigns duties and reviews performance for effectiveness through observation and conference.

SUPERVISION EXERCISED

Exercise full supervision over assigned employees engaged in various activities related to the investigation, impounding, care and disposal of dogs in accordance with state and county laws, ordinances, and regulations. Responsible for the selection of new personnel, provide training, evaluate performance, respond to complaints and recommend personnel transactions.

MINIMUM REQUIREMENTS

EXPERIENCE AND TRAINING

1. Bachelor's degree in animal science, pre-veterinary medicine, public relations, public or business administration, or a closely related field; AND
2. Three years of progressively responsible experience in operations management; including two years of supervisory experience; OR
3. Any satisfactory combination of work, education, training, or experience relevant to the position, as determined by Marion County.

SPECIAL REQUIREMENTS

- Must possess a current driver's license in the applicant's state of residence and an acceptable driving history. Marion County will obtain a copy of the driving record for all qualified applicants from Driver and Motor Vehicle Services and review the driving record according to the Marion County policy and procedure for Driving on County Business. The policy can be found at: <http://apps.co.marion.or.us/APAP/>.
- The finalist for this position will be required to pass a criminal history background check, including finger printing; however, conviction of a crime may not necessarily disqualify an individual for this position.
- This is a safety sensitive/special needs position. Final candidates selected for this position will be required to pass a pre-employment drug screen, including testing for marijuana. The Marion County Drug and Alcohol Use and Testing Policy can be found at: <http://apps.co.marion.or.us/APAP/policy.aspx?p=policy&pid=518>.
- 24-hour Response – must be available to perform response duties during an emergency.
- This assignment is not represented by a union.
- This is a full-time position, which is not eligible for overtime.
- Typical Work Schedule: Monday - Friday 8:30 a.m. - 5:30 p.m. some weekend and evening hours may be needed.

JOB DUTIES

- Organizes and prioritizes workflow and provides direction on complex, technical or procedural issues regarding shelter-day-to-day operations. Stays current on best shelter management practices and incorporates those practices into operations through staff training and written policies, procedures, and processes. Updates and creates Standard Operating Procedures (SOPs) with input from Dog Services Director.
- Maintains current SDS binder.
- Gives regular work status updates to the Dog Services Director. Creates innovative programs to achieve shelter goals, and ensures consistency from staff and volunteers through training, communication, and adherence to policies and procedures. Investigates and resolves complaints related to shelter operations.
- Plans, coordinates, strategizes and implements dog services activities, including managing dog flow through shelter; develops and implements goals, objectives, policies and procedures. Responsible for shelter facility maintenance and ensuring activity is in compliance with the shelter's budget and county policy. Communicates and



interacts verbally and in written form, by use of computers, telephone and in person. Coordinates, as needed, with other County departments.

- Research evaluates, prioritizes, and implements projects related to assigned technical areas, including identified committees, behavioral dispositions of animals, and euthanasia of animals. Responsible for ensuring Shelter Techs complete Certified Euthanasia Tech certification, to keep the CETs and the shelter in compliance with all euthanasia-related activities, including DEA licensing.
- Assigns Shelter Techs and Certified Vet Tech (CVT) work schedules and delegates assignments; conducts evaluation and daily coaching for operations employees, monitors productivity level, and promotes safety in the workplace. Fields employee complaints and disciplinary issues; works with Dog Services Director to provide managerial coverage of the shelter; actively implements the shelter's strategic plan; conducts and facilitates employee training; and promotes cooperative team efforts between staff and other County departments.
- Provides oversight of the ordering of shelter supplies, such as cleaning chemicals, cleaning equipment, personal protection equipment, etc. Work with Dog Services Director to implement best practices in animal shelter management, as appropriate.
- Oversees, coaches and directs Shelter Techs in receiving lost dogs, as well as administering routine medications and vaccinations during Intake process and to provide back-up to the CVT. Provides continuous training to staff in handling dogs in a humane and safe manner: Lift, push, pull, twist, bend, and restrain dogs. Performs physical maneuvers while controlling frightened, anxious, aggressive or passive dogs. Documents objective canine behavior information and assists with medical assessments, as needed.
- Prepares dogs for owner redemption, adoption or rescue. Assist customers searching for a lost dog or dropping off lost dogs. Provides oversight and processes for adoption counseling. Assists, performs, and follows all technical procedures for humane euthanasia. Consults with Veterinary Technician or Veterinarian about medical concerns of dogs in the shelter and any observed problems with health and mental state.
- Ensures the creation and maintenance of daily/weekly computerized work reports and inventory records to collect data and monitor dog flow through the shelter. Use data for continuous process improvement. Assists Dog Services Director in the purchasing of shelter supplies, drugs, and vaccines, as needed and within budget. Coordinates the transport of sick or seriously injured animals to the veterinarian, as needed.

If utilized, provides oversight of Shelter Techs working with the Adults in Custody Work Crew, and provides back up as needed for: Work Crew orientation, training, and directing on daily shelter duties and behavioral expectations, and ensuring consistent training regimen is followed. Communicate with Sheriff's Office Deputies to maintain an active, cooperative Work Crew. Monitor Work Crew budget. Please note: AIC Work Crew services are not currently utilized at MCDS.

- Works with Shelter's Volunteer & Foster Coordinator to advise on volunteer programs involved in handling shelter dogs. Conducts shelter tours and may assist with outreach events. Establishes and maintains professional relationships with rescue agencies and other shelters. Provides coordination guidance to Shelter Techs relating to shelter programs (i.e., Foster Program, Rescue Program, Enrichment and Behavior Program etc.). Provides guidance and oversight on training, orientations, and expectations regarding dog behavior and handling. Provides training to staff, the public and volunteers as needed. Provides phone consultations, as needed. Provides excellent communication to others via phone, email and face-to-face communications. Running errands, delivering paperwork, and attending meetings from remote locations. Drives to various sites to make deliveries, pick up supplies, and attend meetings. Possesses a valid Oregon Class C driver's license and maintains an acceptable driving record.
- Participates in or may direct chemical hazard clean-ups for incidents at the shelter; works with the Dog Services Director to staff the shelter during inclement weather events and emergency operation situations.

- Oversee shelter facility maintenance; works with appropriate departments/subcontractors to ensure all maintenance is within budget, completed and meets the shelter's operational needs; and works with the Dog Services Director to prepare capital requests for department director's review and signature.
- Responsible for authorizing and reviewing inventory and supplies purchased.
- Administrative duties, such as e-mails and other written correspondence related to the Dog Shelter and its operation. This may include assisting in information related to the Operations section budget and collecting information for grant funds; participating in budget development; monitoring operations revenues and expenditures; preparing or coordinating contracts with outside vendors; recommending fee increases; maintaining shelter inventory, medical inventory, and kennel operation needs. Preparing and maintaining reports and records; researching, complying, and analyzing statistics and other information; developing and revising operations forms; overseeing and maintaining computerized databases; attending staff meetings, training sessions, seminars, etc. Operating a PC to send/receive electronic mail and basic word processing functions.
- Assists Dog Services Director with development and monitoring of shelter operations budget, project cost estimates, bid requests, and determining cost estimates on projects; and prepares grant proposals, oversees implementation, and ensures reports are finalized.
- Oversee the accuracy of information collected on all dogs under the shelter's care; provides information needed for social media marketing on available dogs, as well as monitors on-line information posted; works with the Dog Services Director to address issues and concerns related to dog postings on social media or websites.
May testify in court regarding violations; inspects and documents shelter operations; performs field investigations as needed.
- Performs other duties as assigned.



Marion County Dog Services

WALK-THROUGH ADOPTION HOURS

Our kennels are open for walk-through on the following days:
Tuesday 12-6pm
Thursday 12-6pm
Friday 12-6pm
Saturday 11am-3pm

Visit our shelter to meet adoptable dogs!
 3550 Aumsville Highway SE
 Salem, OR 97317
mcdogs.net



HOW TO APPLY

To submit an online application for this position, go to: <https://www.governmentjobs.com/careers/marion>

Marion County does not accept mailed, delivered, faxed, or e-mailed applications.

If you have questions about this position, please call (503) 566-3949 or e-mail HRRecruitment@co.marion.or.us

KNOWLEDGE, SKILLS, AND ABILITY

Knowledge of state and county laws, rules and regulations; principles and practices of the care and behavior of dogs; identification of dog diseases and injuries; agency and community resources related to dog control and veterinary referral services.

Considerable knowledge of principles and practices of public or business administration, including personnel management, leadership, communications, and budget/grant administration; participative management theories; team building and conflict resolution; record keeping and database management techniques.

Substantial skill and abilities to interpret and enforce dog control laws; evaluate program requirements and initiate program operational decisions; plan, supervise and evaluate the work of assigned employees; track and maintain statistics regarding service calls, investigations and dog licenses; direct employees in continuous efforts to improve quality, productivity and effectiveness; incorporate team participation in decision making; apply strong leadership skills to building and maintaining an effective team; respond to questions and concerns of county citizens; establish and maintain cooperative working relationships with county divisions, law enforcement agencies, civic and community organizations, veterinarians and the public; communicate effectively both orally and in writing; compile and analyze data and develop recommendations; and occasionally lift up to 20 pounds unassisted.

COMPENSATION AND BENEFITS

Marion County offers an exceptional compensation and benefits program.

The wage range for this position is \$32.39 to \$43.43 hourly with initial wages dependent upon the qualifications and experience of the candidate selected. This is not a union represented, exempt, full-time position, which is not eligible for overtime.

Benefits Include:

Insurance Coverage

- ✓ Medical, prescription, vision and dental plans covering employees and dependents with low employee premium share
- ✓ Employer-paid basic life insurance
- ✓ Accidental death and dismemberment plans
- ✓ Employer-paid long-term disability plan
- ✓ Employee Assistance Program
- ✓ Additional Voluntary Term Life Insurance - Employee-Paid
- ✓ Additional Short-Term Life Insurance – Employee-Paid

Retirement Benefits

- ✓ Participation in the Oregon Public Service Retirement Plan (OPSRP) - Employer pays 6% employee contribution.
- ✓ 401K – Employer pays 2.5%.

Annual Paid Leave

- ✓ 13 vacation days
- ✓ 12 sick leave days
- ✓ 10 holidays
- ✓ 2 personal holidays