

**Berkeley County Government**  
**JOB OPENING – EXTERNAL POSTING**

**OPERATIONS MANAGER (PS101451)**

**DEPARTMENT: BUILDING & CODES (ANIMAL SHELTER)**

**JOB SUMMARY/ESSENTIAL FUNCTIONS:** This position serves as the lead staff member in planning and implementing humane shelter management programs and associated animal care services adhering to established policies and procedures, and federal, state and local laws/regulations in accordance with The Association of Shelter Veterinarians' Guidelines for Standards of Care in Animal Shelters. Manage the day to day operations of the Animal Shelter which includes the daily supervision of staff and preparation of an annual budget. Adhere to the highest ethical standards and provision of animal care in a safe, competent, professional and humane manner at all times. Supervise animal flow to maximize quantity and quality of services provided. Schedule and assign all staff on rotating schedules. Work with the medical team to ensure medical needs are identified, animals are receiving timely medical and surgical care and that treatments are being performed. Direct the overall customer service and quality assurance programs, including regular review and follow-up on internal quality assurance alerts. Respond to specific problems and requests. Serve as the principal liaison in working with animal control agencies, state and national animal organizations, as appropriate. Direct and monitor all aspects of the constant humane treatment and handling of sheltered animals. Monitor the maintenance, cleanliness and sanitation of equipment, animal care and customer service areas. Create SOPs and monitor all aspects of field operations and shelter care, including cleanliness, feeding, housing, traffic flow, space use, and capital construction and design. Ensure accurate recordkeeping and maintain quality control. Monitor programs, policies, SOPs, training and activities to ensure compliance with OSHA regulations. Monitor safety compliance of staff and takes immediate action to correct hazards. Attend safety meetings and training. Direct transports and outreach spay neuter programs. Help plan spay neuter outreach and special events. Adhere to OSHA compliance policies and procedures. Establish and coordinate staff training and education programs. Provide guidance, consultation and training, as appropriate to all staff. Interview complainants and identify animal owners. Review employee activity sheets and productivity reports for appropriateness of action. Maintain and safely operate equipment used in the performance of duties related to the position. Perform other duties as assigned.

**QUALIFICATIONS:**

Associates degree in related field and four (4) years related experience; or High School graduate or equivalent and six (6) years related experience required.

Three (3) years supervisory experience required.

Must have or be able to obtain a euthanasia certification within six (6) months of employment.

Must have and maintain a valid driver's license for South Carolina with a safe driving record.

Excellent public speaking, communication, and interpersonal skills.

Strong experience in customer relations, sales/retail (adoptions).

Desire to be part of an entrepreneurial team that is goal-oriented, collegial and innovative.

Collaborative team player experienced in working with multiple departments and co-workers.

Enthusiastic about working with the public.

Ability to work under pressure.

Must be comfortable working with all animals.

Departmental testing may be administered during interview.

A criminal background check will be completed on selected applicant if a current one is not on file.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk and hear. The employee must frequently lift and/or move up to ninety (90) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**SAFETY INFORMATION/DUTIES:**

Attends all required safety training, follows safety policies and procedures and uses appropriate PPE (Personal Protective Equipment) for assigned tasks and ensures that subordinate staff meets these same safety requirements which may include taking corrective action.

**HOURS OF WORK/MISCELLANEOUS INFORMATION:**

**This position is classified as exempt and reports directly to the Chief Building Official.** Employees who work at the Animal Shelter are required to work a rotating work schedule. Must be flexible to work anytime during normal working hours Monday through Friday from 8:00am until 6:00pm; Saturday and Sunday from 9:00am to 5:00pm. Scheduled hours/days, job location, duties and any other information contained herein is subject to change. May be required to work extra hours and to perform extra or different duties during emergency situations. Will serve as back-up to "on-call" employees including weekends and holidays and assist as needed.

If you are interested in applying for a position with Berkeley County Government, you will need to set up a personal account and apply online, click on "Applicant Online" from our website [www.berkeleycountysc.gov](http://www.berkeleycountysc.gov) and follow the prompts. For questions, contact Human Resources at 843-719-4163. Computers are available in the Berkeley County Administration Building and the Libraries to apply online.

**Operations Manager – Grade: C38**

**Entry Base Level Bi-Weekly Pay Range: \$1789.04 - \$2057.40**

**Date of Posting: 01/17/2017**

**Closing Date: Subject to close at any time.**

**BERKELEY COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.**

All employees of Berkeley County Government are employed on an "at-will" basis which means that the employee may discontinue the employment relationship at any time, with or without notice or cause, and that Berkeley County Government may discontinue the employment relationship on the same grounds.

***APPLICATIONS WILL NOT BE ACCEPTED FOLLOWING THE CLOSING DATE.***