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Animal Care Shelter Manager

JOB CODE	JOB FAMILY	PROFILE
JCM303	**Animal Care Services**	**Animal Care Shelter Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**May 22, 2026**

The Animal Care Shelter Manager oversees animal care and daily operations of the sheltering section. Ensures humane housing and care of animals in compliance with state statutes, sheltering standards, and department policies. Develops and implements standard operating procedures. Manages staff, supervises inventory, coordinates with other departments, external agencies, and the public. Prepares advanced metrics, gap analyses, and contributes to departmental planning. Supervisory responsibilities include hiring, training, performance management, coaching, disciplinary actions, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

- Ensures compliance with state and local statutes, New Mexico Sheltering Standards, the Five Freedoms, and County policies and procedures.
- Recommends, develops, and implements policies, procedures, goals, performance measures, and objectives for the sheltering section.
- Oversees daily shelter operations, including animal behavior, enrichment, housing, evaluation, capacity for care, and upkeep of all work areas and equipment.
- Manages sheltering staff, including hiring, training, work assignments, performance evaluations, and disciplinary actions.
- Supervises all sheltering personnel, including agency workers and trained volunteers.

- Ensures all staff and volunteers are trained in sheltering practices, animal care, handling, cleaning, OSHA standards, and cremation unit operations.
- Oversees OSHA compliance and maintains up-to-date Safety Data Sheets for shelter operations.
- Develops and manages the Capacity for Care work plan to optimize space and respond to population fluctuations.
- Implements best practices in sheltering operations, including training on animal care, enrichment, illness management, and proper cleaning and handling procedures.
- Conducts daily inspections to verify completion of duties and quality of animal care.
- Manages inventory to ensure all shelter areas are stocked and equipment is safe, clean, and functional.
- Oversees crematorium operations, scheduling, licensing compliance, training, and equipment maintenance.
- Participates in budget development for the sheltering section, including forecasting needs, monitoring expenditures, obtaining quotes, and managing vendor paperwork.
- Coordinates with other departments and vendors for facility maintenance, procurement processes, and contract compliance.
- Researches and submits grant requests, manages grant-funded programs, and collaborates on fiscal oversight and reporting.
- Responds to and resolves public complaints related to animal care and disposition, including stray, protective custody, adoption, reclamation, and owner relinquishments. May testify in legal proceedings.
- Coordinates with the Outreach Section on volunteer recruitment, retention, performance, and recognition.
- Monitors animal health and communicates concerns to veterinary staff; supports isolation and treatment protocols.
- Participates in the Animal Management Committee to determine animal disposition, including transfers and euthanasia. Participates in euthanasia when licensed.
- Maintains and analyzes animal outcome statistics (live release, euthanasia, transfers, adoptions, etc.) and prepares related reports.
- Promotes humane awareness through education, public outreach, and example.
- Coordinates emergency sheltering during disasters, including setup and ongoing operations.
- May perform euthanasia, depending on licensure and assignment.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- Bachelor’s degree in Veterinary Technology, Animal Science, Life Science, Business Administration, Public Administration, or a related field.

- Six (6) years of experience in an animal care facility with demonstrated knowledge of domestic animals and basic familiarity with farm animals and wildlife.
- Two (2) years of supervisory experience.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

ADDITIONAL REQUIREMENTS

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization's Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver's License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.

- Basic understanding of animal behavior with focus on positive, reward-based training.
- Strong domestic animal handling skills and knowledge of companion animal behavior and care.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Fear Free Shelter certified or ability to become certified within 60 days of hire.
- Must obtain Director approval prior to performing euthanasia tasks.
- If performing euthanasia, must hold or obtain a valid Euthanasia Technician license from the New Mexico Board of Veterinary Medicine within six (6) months of hire.
- Must be available to work weekends and holidays as needed.

WORKING CONDITIONS

- Work is performed both indoors and outdoors, including shelter facilities, offices, and in the field.
- Indoor workspaces include temperature-controlled environments with carpeted or tiled floors.
- Outdoor duties may involve exposure to various weather conditions and uneven surfaces such as natural ground, asphalt, concrete, snow, ice, or mud.
- May require driving a county vehicle and navigating stairs.
- Potential exposure to animals, aggressive behavior, animal bites, zoonotic diseases, odors, dander, byproducts, and cleaning chemicals.
- Work may be performed independently or as part of a small team.

EQUIPMENT, TOOLS, AND MATERIALS

- Computers and office equipment including fax machines, copier, and printer.
- Two-way radios and sound/video equipment.
- Animal handling equipment and supplies.
- Temporary shelters and related emergency equipment.