

HOPE Animal Shelter

Job Title: Administrative Director Job Description

Reports To: HOPE Board of Directors

Hours: ?

Pay Rate: TBD

Position Summary

The Administrative Director is responsible for the business, people, and administrative operations of the shelter. This role ensures that staffing, payroll, finances, records, compliance, public communications, and customer-facing processes operate efficiently and in alignment with Board-approved policies. This position does not make independent animal care or medical decisions.

Working Relationships

Reports to the HOPE Board of Directors. Works closely with partner veterinarians, local animal welfare organizations, and transfer partner agencies. Provides direct supervision to the Animal Care Director and Manager. Animal care staff and animal-care volunteers receive functional supervision from both the Administrative Director and the Animal Care Director. The Administrative Director supervises employment, scheduling, conduct, and administrative compliance. The Animal Care Director supervises animal care duties, protocols, and animal welfare practices. Conflicts or unclear direction are escalated to the Administrative Director.

Essential Job Responsibilities

Administrative Director may delegate some of the required job responsibilities below to staff members, but will remain responsible to oversee and ensure the duties have been fulfilled.

Personnel

- Coordinate interviewing, hiring, and termination of staff in conjunction with the Animal Care Director and the Employee Relations Committee
- Ensure completion and filing of all required employment paperwork (I-9, W-4, State forms)
- Maintain personnel files, including disciplinary actions and commendations
- Coordinate staff scheduling to ensure shelter coverage within wage and hour regulations (Shelter is open 7 days per week, but employees work no more than 40 hours per week)
- Conduct 90-day and annual performance reviews with Animal Care Director and Employee Relations Committee
- Facilitate staff meetings and internal communication
- Mediate staff disputes related to conduct, scheduling, or administrative concerns
- Provide troubleshooting and support so staff can focus on animal care duties

Payroll, Finance & Reporting (Under Treasurer Supervision)

- Prepare biweekly payroll using QuickBooks Payroll

- Prepare and submit payroll tax filings (biweekly 941, quarterly 941) and Michigan State employment reports (N/A: done by Quickbooks Payroll)
- Manage unemployment claims and workers' compensation cases
- Review vendor bills for accuracy and prepare for Treasurer approval
- Oversee deposits and financial documentation
- Track and follow up on NSF checks
- Assist Treasurer and Budget/Finance Committee with budget preparation, projections and monitoring of revenue and expenses

Public Interface & Communications

- Serve as primary point of contact for client concerns and complaints; escalate to Board when appropriate
- Prepare and distribute media releases
- Coordinate print advertising and public notices
- Write donor acknowledgement and thank-you correspondence
- Participate in public presentations and media interviews as appropriate
- Participate in Fundraising Committee fundraising efforts
- Maintain liaison relationships with city and county government officials
- Maintain a positive community presence

Records, Contracts & Administrative Systems

- Manage adoption contracts, surrender documentation, spay/neuter refunds, and foster paperwork in coordination with the Animal Care Director
- Maintain equipment, warranty, and maintenance records
- Retrieve and distribute mail from PO Box
- Maintain shelter computer systems and ensure regular data backups
- Coordinate facility maintenance and vendor contracts
- Oversee inventory management and purchasing in coordination with the Animal Care Director

Leadership & Compliance

- Ensure shelter policies are followed by staff and volunteers
- Coordinate with Board committees regarding shelter operations
- Participate in capital campaigns and grant coordination as assigned
- Attend monthly Board meetings
- Attend committee meetings as requested
- Ensure compliance with OSHA, MSDS, Right-to-Know, and workplace safety regulations
- Seek out opportunities for process improvements and/or cost savings

Physical Requirements & Work Environment

- Perform a variety of tasks including sitting and standing, typing, writing, answering phones, and filing

- Handle animals. Must work safely around unruly, vicious, sick, injured, dangerous, or deceased animals; chemical compounds (e.g. bleach, disinfectants, medications), and understand there is a risk of exposure to parasites and infectious diseases
- Work when and where needed by the organization. Must be willing to work irregular hours, weekends, holidays and overtime when necessary. Must be flexible with schedule changes and short notice overtime requests
- Work can occur in an office setting, animal areas, on the grounds of the shelter facility, or off-site. Must be able to work in an environment with elevated noise levels. Shelter laptop available to work from home
- Work under pressure with public audience and have patience and tact when working with difficult or emotional people and situations
- Perform a variety of tasks in all weather conditions, including standing, kneeling, walking, stooping, kneeling, and crouching

Qualifications

Required

- Supervisory experience
- Strong organizational and written/verbal communication skills
- Excellent follow-through skills and strong attention to detail
- Knowledge of basic payroll, budgeting and recordkeeping
- Strong computer skills (knowledge of Microsoft Office and/or Google Suite)
- Valid driver's license and current insurance policy
- Ability to manage conflict and sensitive situations professionally
- Ability to work collaboratively with a volunteer Board
- Ability to work independently and with a team
- Thrive in a fast paced—high pressure environment

Preferred

- Experience in nonprofit management or animal welfare organizations
- Knowledge of Michigan employment and workplace regulations
- Experience with QuickBooks Payroll or similar systems

I have read and understand the duties and responsibilities of this position.

Employee Signature: _____

Date: _____