	Humane Society of St. Thomas HSSTT believes that every company's most valuable asset is a skilled and motivated work force. Performance evaluations are conducted to provide both supervisors and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss approaches for meeting goals. HSSTT is an Equal Opportunity Employer.		
Job Title:	**Administrative Manager**	**Department**	**Operations**
Reports To:	**Shelter Manager**	**Last Modified**	**8/6/25**

The Administrator Manager is responsible for overseeing the day-to-day administrative operations of the shelter, ensuring that the front office, scheduling, HR support, IT/software systems, and supply management function smoothly and efficiently. This role is critical in supporting the staff, volunteers, and overall mission of the organization by maintaining a well-organized, professional, and resource-ready environment.

Key Responsibilities:

Front Office Management:

- Oversee front desk operations and ensure a welcoming, professional environment for visitors, volunteers, and staff
- Supervise and support front office staff and volunteers
- Consistently available on-site and at the front desk to address day-to-day pertinent matters, with minimal off-site responsibilities
- Ensure phone, email, and in-person inquiries are handled in a timely and respectful manner

Communications & Social Media:

- Oversee scheduling and posting of content on the organization's social media platforms
- Coordinate with staff or volunteers to ensure timely promotion of events, adoptable animals, and shelter updates
- Maintain a consistent, professional tone and ensure messaging aligns with the organization's mission
- Monitor engagement and respond to basic inquiries or comments as needed

Human Resources Support:

- Assist with new employee onboarding and orientation
- Maintain personnel files and track compliance with organizational policies
- Coordinate employee schedules, time-off requests, and shift changes
- Help ensure HR policies and procedures are followed

Scheduling & Communication:

- Create and manage staff shift schedules in coordination with department leads
- Help coordinate meetings, staff communications, and internal announcements
- Maintain calendars for the leadership team and shelter-wide events

Purchasing & Supply Management:

- Monitor inventory levels for office, cleaning, animal care and other supplies
- Place and track supply orders within budgetary guidelines
- Maintain relationships with vendors and manage deliveries

IT & Software Oversight:

- Serve as point of contact for basic IT troubleshooting and support
- Manage user accounts, software access, and systems such as scheduling tools, phone systems, and shelter databases
- Coordinate with external IT support when necessary

General Administration:

- Maintain filing systems (digital and physical) and ensure secure document storage
- Assist in preparation of reports, grant documents, and administrative records
- Ensure compliance with licensing, insurance, and operational deadlines
- Other Duties as assigned

Qualifications:

- Proven experience in office or operations management, preferably in a nonprofit or shelter setting
- Strong organizational and multitasking skills
- Excellent interpersonal and communication skills
- Basic HR knowledge or experience preferred
- Comfortable using and learning various software platforms (e.g., Google Workspace, shelter management systems, scheduling tools)
- Ability to lead, supervise, and maintain positive working relationships with staff and volunteers
- High level of professionalism, discretion, and confidentiality
- Strong attention to detail and accuracy
- Good organizational and time management skills

Working Conditions:

- **Animal Shelter Environment:** Must be comfortable working in proximity to animals, including cats, dogs, and occasionally sick, injured, or distressed animals.
- **Sensory Conditions:** Exposure to animal-related smells, noise (barking, meowing), and occasional allergens such as pet dander.
- **Emotional Resilience:** Should be able to handle the emotional aspects of working in an environment where animal welfare issues, including neglect, illness, or euthanasia, may be present.
- **Physical Requirements:** May involve occasional lifting of office supplies or donations (typically under 25 lbs) and navigating a facility that includes kennels or other animal housing areas.
- **Distraction Management:** Must be able to maintain focus and productivity in a potentially busy and dynamic environment with frequent interruptions.
- **Health & Safety Compliance:** Must follow safety protocols for infection control and animal handling policies, even if not directly handling animals.

Position Details:

- Employment Type: Full-time, Salaried
- Schedule: Must be available to work weekends and occasional holidays as needed to support shelter operations and staff coverage
- Compensation: Salary commensurate with experience

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

I acknowledge that I have received a copy of my job description and that my supervisor and I have discussed it.

Employee Comments:

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Employee Signature _____Title _____ _____

Date _____ Manager initials_____