

Exhibit E

POSITION DESCRIPTION**JOB TITLE:** Shelter Operations Administrator**JOB GROUP:****Position (PCN) Number:****Org Key:****JOB PURPOSE:** Under the supervision of the Director, Veterinary Public Health, the Shelter Operations Administrator provides leadership, plans, organizes, and directs shelter operations.**TASKS & RESPONSIBILITIES:****%****ADMINISTRATIVE RESPONSIBILITIES:**

Budget - Participates in the divisional budget planning process and manages shelter operations expenses. Provides the Director with quarterly budget reports (actual expenditures and projections) on May 15th, August 15th, and November 15th February 15th. Responsible for entering budget requests into the appropriate forms. Verifies that donations are transferred into the Memorial Trust Fund and provides the Director with a monthly report of deposits and expenses by the 15th of each month.

50%

Purchasing - Responsible for entering Requests for Purchase Orders in to the IFAS System. Monitors the receipt of ordered goods, reviews and approves invoices.

Revenue - Using the Harris County Auditors Office *Internal Controls Manual* as a guide is responsible for the accurate and timely receipting of VPH revenue and donations. Responsible for the accurate and timely reporting of weekly and monthly revenue.

Planning - Participates in departmental and divisional planning processes as appropriate. Establishes and presents annual performance goals for the Shelter Operations Section to the Director for approval in October prior to the coming fiscal year.

Leadership - Responsible for creating a work environment that encourages supervisory staff to learn and display positive leadership, and produce growth and skills development within all staff.

Personnel - Responsible for recruitment, hiring, training and supervision of employees in the Shelter Operations section. Provides scheduled performance appraisals and provides counseling when needed. Provides continuing education for employees as needed. Responsible for scheduling staff hours to maintain required level of operation. Maintain accurate records of employee time.

Human Resources - Serves as liaison to HCPHES Human Resources concerning FMLA paperwork and other HR issues. Receives and maintains a file of VPH employee time sheets. Insures the timely receipt of VPH Performance Appraisals from HCPHES Human Resources. Maintains a file on the VPH public drive of current Position Descriptions and Section A Performance Standards for each position assigned to VPH. Maintains a file on the VPH public drive of job postings and budget office letters.

Statistical Reports - Responsible for compiling & maintaining VPH performance statistics. Maintains accurate records for intake and disposition of all sheltered animals. Serves on the Outcome Objectives Committee and reports outcomes data in a timely manner. Supports VPH as needed by developing or assisting to develop Crystal Reports. In collaboration with the Harris County Attorneys Office and HCPHES Office of Public Information responds to requests for information. Represents VPH on the Asilomar Subcommittee of the Animal Shelter Alliance of Greater Houston.

Rabies Reports and Documentation - Responsible for reviewing the Bite Case Book on a routine basis. Insures that employees accurately document information on reports and that all cases are completed with surveillance or post exposure recommendations.

Miscellaneous - Responsible for preparing and submitting VPH letters to Commissioners Court. Maintains a file of copies of VPH Interlocal Agreements and advises the Director of expiration dates in a timely manner. Maintains an adequate inventory of all VPH literature/forms. Oversees all bulk copy/printing requests.

TECHNICAL RESPONSIBILITIES:

Computer network - Maintains existing network & plans for future computer needs. Responsible for the routine maintenance of network including database backup & security. Acts as a liaison to HCPHES' IS department and HLP. Coordinates computer training for staff.

20%

Telephone System - Maintains existing system & plans for future growth. Responsible for the routine maintenance of system including database backup, voicemail maintenance and updates. Acts as a liaison to Harris County ITC and other agencies regarding repair.

FACILITY RESPONSIBILITIES:

Facility maintenance - Responsible for maintaining facility & grounds. Works with HCPHES Ops & Finance for facility improvements and major repairs. Supports Veterinary Operations as needed for kennel repairs. Works with Harris County FPM to insure that contract janitorial & lawn care services are adequate.

20%

Inventory & equipment maintenance - Responsible for shelter equipment maintenance & inventory supply. Acts as liaison to vendors for purchase or repair of equipment and furniture.

PUBLIC RELATION RESPONSIBILITIES:

Customer Service - Insures that citizen requests for information and service are handled in a professional and friendly way. Insures that front desk and lobby staff assist shelter visitors in an efficient and caring manner. Arbitrates citizen complaints as needed.

10%

CQI - participates in VPH WIGs or projects to improve customer service and efficiency.

Community Service Option Program - Acts as liaison with Adult Probation. Responsible for maintaining the CSOP and completing required reports.

Responsibilities include other duties as assigned, including special tasks involved in responding to an emergency event.

SUPERVISORY RESPONSIBILITIES:

1. Office Manager
2. Administrative Technician
3. Information & Referral Specialist

(The following section of the Position Description is to be completed by the supervisor.)

UPON ENTRY TO THIS POSITION, AN EMPLOYEE NEEDS THE FOLLOWING KNOWLEDGE, SKILLS, AND ABILITIES IN ORDER TO PERFORM THE JOB FUNCTIONS IN A SATISFACTORY MANNER:

EDUCATIONAL REQUIREMENTS:

B.S. in a business, managerial or computer related field .

LICENSE(S) AND/OR CERTIFICATION(S) REQUIRED:

None Required.

EXPERIENCE REQUIREMENTS: (Amount and Type) Four years experience in a full time position involving customer service, financial recordkeeping; reporting and correspondence production; and records/file organization is required as well as two years supervisory experience as a supervisor in an office setting is required. Experience in process improvement and computer network management is desired. If no degree, four years of management/supervisory experience combined with a favorable evaluation of an individual's experience, ability and accomplishments in the managerial or computer field may be considered in lieu of a B.S.

COMPUTER PROFICIENCY: (Be specific as to the amount and type of software and/or hardware knowledge required and the proficiency level of skills required, i.e., basic, intermediate, or advanced)

Basic understanding and working knowledge of Windows Operating System and Microsoft Office Software (Word, Excel and Access) is required. Knowledge of Chameleon Animal Care program is desirable. Experience in maintaining a computer network is desired.

SPECIAL SKILLS AND/OR ABILITIES:

Must be highly motivated and possess the ability to communicate divisional goals & objectives to employees & co-workers.

PHYSICAL REQUIREMENTS: (if any)

DESCRIBE THE GUIDELINES AND SUPERVISION AN EMPLOYEE RECEIVES IN ORDER TO DO THIS JOB. HOW MUCH INDIVIDUAL INDEPENDENCE AND DISCRETION DOES THE EMPLOYEE HAVE WHEN DOING THIS JOB?

- Undergoes a two-month training program that outlines personnel and section policy manual. Training also includes Chameleon Software Training, Rabies laws and Animal Control regulations. The employee receives routine review by the Director for Veterinary Public Health. The employee must work in harmony with the Director for Veterinary Public Health and provide leadership to the Shelter Operations staff.

SUPERVISOR'S COMMENTS:

Under the supervision of the Division Director, the Shelter Administrator will have broad discretion in development and direction of office practices and staff development. The Shelter Administrator must be highly motivated and dedicated to achieving excellence within the Shelter Operations Section. The Shelter Administrator must follow departmental and Harris County policies and state and federal rules in supervising the office.

Position Description reviewed 11/2011

SUPERVISOR'S SIGNATURE:

DATE SIGNED:

EMPLOYEE'S SIGNATURE:

DATE SIGNED:

PRINT EMPLOYEE'S NAME:

OTHER SIGNATURE

(if required)