



**SHELTER SAVVY**

PEOPLE PERSON FOR ANIMAL PEOPLE

## Contact

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## Education

### Southern Utah University

- Institutional Certificate in Animal Services Executive Leadership - 2020
- Institutional Certificate in Cat Lifesaving - 2021

### Canisius College of Buffalo

- Masters of Science, Anthrozoology - 2017

### Georgia College and State University

- Bachelors of Science, Biology - 2010

## Speaking Engagements

- Best Friends National Conference- 2019, 2020, 2022
- Virginia Federation of Humane Societies Conference - 2022
- Midwest Animal Sheltering Conference -2022
- Carolinas UNITE - 2022
- Animal Protection and Wellness Expo - 2018, 2022
- Georgia Companion Animal Partnership Conference - 2017

## Publications

- "The Governance of Avian Influenza in the United States" published in the book "When Animals Die" edited by Katja Guenther and Julian Paul Keen, published by New York University Press

# Carrie Ducote

## Animal Shelter Consultant

An accomplished Operations Management professional with a breadth of experience guiding the direction of leading outcome-focused not-for-profit Animal Welfare organizations; optimizing approaches to sustainability, governance and success. Adept at promoting rigorous budgetary processes while establishing internal controls and minimizing risk exposure. Heightened communication skills underline an ability to align financial operations, processes and resources to strategic business objectives.

## Experience

### Shelter Savvy | Remote

July 2023 - Present

Principal Consultant

- Partnering with municipal agencies and non-profit animal shelters, a self-directed consultancy providing advisory around management best practices, operational efficiency and aligning resources to animal welfare goals and targets. Key accountabilities include:
- Establishing and articulating the benchmarks of operational management, helping to prepare organizational SOPs and relationship building with community organizations and public sector partners.
- Serving as advice and counsel to senior leadership teams, providing support around operating models, team training, and meeting regulatory guidelines.
- Conducting detailed and comprehensive shelter reviews, offering guidance on refining intake, adoption and community engagement procedures.
- Acting as an ad-hoc interim Operations Director during ramp-up and growth stages.
- Providing assistance with fundraising, talent acquisition and staff training.

### Best Friends Animal Society

August 2021-July 2023

National Director, Shelter Collaborative Program | Remote

- Spearheaded development of the program, working with government officials, municipal partners and shelter executives across the country to standardize and promote the Society's goals and objectives.
- Networked with donor and gift-giving agencies to increase financial support, overseeing distribution of over \$10 million in grants.
- Led engagement efforts reaching over 100 shelters across the US, building Best Friends internal capacity building and internal knowledge base.
- Managed a \$40 million operating and outreach budget, monitoring and addressing variance to targets.
- Advocated to shelter partners a contemporary lifesaving approach, successfully saving over 5,000 sheltered cats and dogs.

October 2017-August 2021

Senior Manager, East Region | Smyrna, Ga

- Directed the daily operations of a Smyrna, GA shelter, providing leadership and coaching to a staff of 20 animal-care and administrative staff.
- Managed new hire talent acquisition, onboarding and initial training.
- Verified process compliance to organizational guidelines and shelter management best-practices.
- Networked with public agencies and community partners to promote the adoption of no-kill policies.
- Designed and led promotional and marketing activities to increase donations and drive volunteer recruitment.

October 2015-October 2017

Community Engagement and Outreach Manager | Remote

- Chartered and chaired a statewide coalition of animal sheltering organizations dedicated to reducing euthanasia of dogs and cats in Georgia
- Directed the Cobb County Community Cat Program, significantly reducing cat euthanasia at Cobb County Animal Services



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### Skills

- Not-for-Profit Leadership
- Strategic Planning
- Operational Management
- Corporate Governance
- Financial Reporting
- Data Analysis
- Cost Management
- Team Mentorship
- Budget Management
- Leadership Team Advisory
- RFP Preparation
- Ordinance Reviews
- Stakeholder Management
- Relationship building
- Working with elected officials
- Remote employee management
- Project Management
- MS Office Suite
- Foundant Grant Management
- Tableau
- Workday
- Trello
- Airtable
- Google Suite

### Georgia SPCA | Suwanee, Ga

October 2014 - October 2015

Operations Manager

- Overseeing and streamlining operations to minimize overhead and increase adoptions.
- Assessing team and site performance levels to drive continuous improvement and quality assurance efforts.
- Coaching staff on process optimization, care procedures and customer service standards.
- Conducting safety and health audits across all team member and animal management efforts.
- Establishing local brand awareness and marketing campaigns to promote demand generation and increased visits.
- Driving employee engagement initiatives to reduce staff attrition and mitigate against rising turnover, hiring and training costs.

### Atlanta Humane Society | Alpharetta, Ga

December 2010 - October 2014

Adoptions Manager