



Stafford Animal Shelter

Job Description: Animal Care Supervisor

Reports to: Director of Operations

Hours: Full Time, Non-Exempt

Essential Duties and Primary Job Purpose:

This position assists the Director of Operations (DOO) with overseeing the daily operations of animal care and care staff. Orients, schedules, supervises and evaluates animal care staff. Primarily responsible for oversight and development of animal care staff. This position assumes the DOO's responsibilities whenever the DOO is absent or unavailable.

Shelter Operations:

1. In conjunction with the DOO, assures that animal behavior, animal control, animal sheltering, adoption and customer service programs are operated in a coordinated, efficient manner that is consistent with policy.
2. Performs daily rounds, using a "Management by Walking Around" style to ensure staff are properly trained and adhering to SAS policies and procedures.
3. Assists the DOO in assuring compliance with local, state and federal regulations as well as the mission of SAS.
4. Orients, schedules, supervises, and evaluates animal care staff.
5. Oversees new hire training and on-going development of animal care staff.
6. In conjunction with the DOO & ED, develops and delivers performance improvement plans and evaluations to staff as needed.
7. Approves time off requests, in collaboration with DOO ensuring proper staffing and workload coverage for all operational needs on a daily basis.
8. Responsible for assuring that proper policies and procedures are followed by animal care staff daily.
9. Makes recommendations to improve efficiencies in shelter operations.
10. Researches best practices from outside resources to ensure SAS is staying current with its operations.
11. Prepares monthly reports for long stay animals and outside statistic reporting, as needed.
12. Conducts "stand-up" meetings, as needed, to ensure all staff are receiving new information or reminders in a consistent and timely manner.
13. Obtains Certified Euthanasia Technician License.
14. Processes and approves staff pet adoptions in accordance with SAS policy and procedures.
15. Assists in overseeing the maintenance and upkeep of SAS buildings, grounds, machinery and equipment.
16. Develops and directs special projects at the request of the DOO.

Customer Service:

17. Maintains positive customer relations and public visibility, and acts as a professional ambassador for all public interfaces in a manner upholding the mission and goals of SAS.
18. Responds to complaints about employees and shelter policies. Notifies the DOO & ED of these complaints as appropriate.
19. Acts as a customer service representative when called upon to resolve difficult situations. Notifies the DOO of these situations as appropriate.
20. Assists Adoption Counselors with adoptions as needed.
21. Provides front desk coverage as needed.

Animal Care:

22. Provides oversight for the care and humane treatment of animals and ensures proper daily operations of the shelter.
23. Performs daily rounds to ensure animals are healthy and moving through the shelter in a timely manner.
24. Ensures completion of all intake information, testing, vaccinations, boosters, worming, medical evaluations, grooming where necessary, and any treatments prescribed by a veterinarian.
25. Assists with daily animal care
26. Comfortable reading/interpreting body language and explaining it to staff/clients.
27. Confident in animal handling.
28. Collaborates with Canine Specialist, DOO, & Vet Assistant on managed intake and surrender requests.

Qualification Requirements: (To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.)

1. High school education or GED
2. Strong personnel management skills. Demonstrated experience in personnel management including recruiting, onboarding, supervising and evaluating employees.

3. Ability to work outside in all types of weather.
4. Ongoing commitment to the mission, policies and goals of SAS.
5. Experience in the animal care field, specifically encompassing knowledge of: daily animal care, adoption protocols and shelter record-keeping.
6. Demonstrated competence in operating, enhancing and developing operational programs within budget constraints.
7. Clear and professional personal communication skills, both oral and written, especially with regard to employee and customer relations.

Special Machines, Tools, and Equipment Used: **Computers, standard office equipment, industrial size washer/dryer, pressure washers, shelter vehicle.**

I understand the requirements of this position. I also understand that the duties listed above may not be all inclusive of the duties I will be required to perform.

Signature: _____

Date: _____

Employment Disclaimer: This job description is not a contract – management reserves the right to change its content at any time. This organization does not discriminate on the basis of race, color, religion national origin, ancestry, sex, age disability or status as a disabled veteran. This organization is an Equal Opportunity Employer.