

Job Title: Animal Care Manager



Reports To: Director of Animal Welfare

Schedule: Variable

FLSA Status: Non-Exempt

Type: Full Time

Summary:

The Animal Care Manager is responsible for overseeing all functions and staff of the Animal Care Department: assessing animals for suitability for intake; providing for the daily husbandry needs of the animals; improving adoptability of shelter animals by monitoring and providing for the behavioral and medical needs of the animals; providing exceptional customer service to and educating potential adopters; providing staff and volunteer training and skill development.

Essential Duties and Responsibilities Include:

Administrative

- Perform administrative tasks such as email, phone messages, and compile daily reports and monthly statistics.
- Select and maintain animal care equipment. To include timely ordering of supplies.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Demonstrate proficiency in use of Microsoft Office Applications by maintaining spreadsheets, word documents and communication through email.
- Maintain schedules, coordinate deliveries and assist in the transfer in of animals.
- Maintain logs and relevant memos in Vestafy (shelter software).
- Perform routine performance assessments of Animal Care Technicians and volunteers and take appropriate actions to address concerns.

Shelter Duties

- Responsible for ensuring an optimal standard of care is provided to all animals sheltered at HSC.
- Assists in the transfer of animals to and from partnering organizations.
- Actively monitor the shelter population for health and behavior concerns, length of stay and communicate with appropriate departments to ensure optimal flow.
- Evaluate animals on a daily basis and make recommendation for special needs of animals that may benefit from foster care, medical care, transfer to another agency or in dire cases, euthanasia.
- Oversees and maintains the data integrity of animal records and ensures records are updated promptly and kennel inventory is accurate.
- Ensure animals housed under quarantine are handled in line with internal and state requirements.
- Provides input in euthanasia decisions. Perform euthanasia when needed.

Staff and Volunteers

- Maintain scheduling for Animal Care Department (to include staff and volunteers) to ensure adequate coverage.
- Directly oversee daily work assignments of Animal Care Technicians and volunteers to ensure completion of work as assigned.
- Maintain Animal Care protocols and ensure adherence to protocols.

- Ensure all staff are trained and coached to a level necessary to achieve the HSC's mission and goals.
- Coach staff and volunteers by providing regular, ongoing feedback and training.
- Evaluate volunteer progress; work with volunteer coordinator to address performance concerns and mediate conflicts between staff and volunteers.
- Promote integration and utilization of volunteers; recruit and train volunteers to assist department.
- Perform the duties of Animal Care Associate, as needed.

Adoptions

- Prioritize exceptional customer service by the Animal Care Team by ensuring: reasonable wait times for potential adopters; staff and volunteer adherence to dress code and professionalism; accurate and timely delivery of information to guests and maintaining a clean, healthy environment.
- Promote better adoptions and minimize adoption returns by ensuring: animal records are current and the Animal Care Team is able to identify adopter needs and suggest appropriate animals to match those needs.
- Performs other duties as assigned

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- Minimum of two years' experience in a supervisory role where the individual provided coaching and leadership to their staff
- Excellent communication and leadership skills, to include the ability to effectively handle and diffuse high-stress and emotionally charged situations
- Exceptional verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy
- Detail oriented and able to develop and execute project plans: prioritize duties, appropriately delegate assignments, provide timely follow up and coaching
- Computer literate in a Windows environment; proficient in Microsoft Office Applications
- General knowledge of husbandry needs of domestic dogs and cats
- Ability to accurately interpret dog and cat body language
- Ability to be objective, diplomatic and informative
- Exhibit flexibility and professionalism
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 50 lbs

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____