



Humane Society of Sonoma County Job Description

Job Title:	Animal Care Manager	Location:	Santa Rosa
Department:	Animal Care	Hours:	40 hrs/wk
FLSA Classification:	Full-time, Non-exempt Hourly rate: Dependent Upon Experience	Reports To:	Shelter Manager

SUMMARY

The Animal Care Manager ensures that all animals in shelter are provided the best possible care and attention while housed with the Humane Society of Sonoma County (HSSC). Directly responsible for the hiring, scheduling, training and oversight of a team of Animal Care Technician (ACT) staff and Animal Care Assistant (ACA) volunteers to ensure that high standards for animal care are upheld. The responsibilities of the animal care team as a whole include: all aspects of animal husbandry, handling, housing, cleaning, feeding, medicating, enrichment, dog walking and record keeping for all animals on-site. The Animal Care Manager works cross departmentally with Shelter Medicine, Adoptions and the Canine and Feline Behavior teams to ensure appropriate training targets and refreshers for ACT staff are met, and safe working conditions maintained. Additionally, responsible for the ordering, tracking and stocking of animal care supplies and food for all shelter animals. Performs all the necessary functions to ensure that the shelter is maintained in a thoroughly clean and sanitary manner and assists the general public as required.

DUTIES AND RESPONSIBILITIES

- Hiring and onboarding of ACT staff including the writing of annual performance reviews, and implementation of counseling and corrective action when necessary to improve job performance.
- Maintain ACT staff schedule making changes where needed to cover vacations, sick days, and emergencies.
- Approve and audit weekly payroll, including time off and change requests using the Web time system.
- Provide oversight for all aspects of animal care performed by ACT staff and ACA volunteers including but not limited to: feeding, medicating, housing, cleaning, enrichment, dog walking, record keeping and reporting.
- Track inventory of animals on-site and monitor the daily health, safety, behavior and appearance of all shelter animals reporting or acting upon anything that might require additional training or medical services.
- Offer and implement training and the provision of on-going, annual refreshers for ACT staff and volunteers in collaboration with other departments. Develop staff skills through experience to improve operations overall.
- Keep ACT staff informed and educated on HSSC safety practices and policies.
- Act as a liaison between ACT staff and volunteers and other HSSC departments, namely, Shelter Medicine, Adoptions, Behavior teams and Upper Management, to ensure that needs of animals on-site and the ACT team are collectively being met.
- Participate in volunteer orientations for the recruitment of new ACA volunteers, initial and ongoing training and support of volunteers, and scheduling of volunteer activity.
- Onboard and oversee community service volunteers in conjunction with the Volunteer Program Coordinator.
- Maintain, develop and implement standard operating procedures (SOPs) as they pertain to animal care, updating on a regular basis and as needed.
- Manage ACT folders and files to ensure that all animal care relevant information is kept orderly and easily accessible to all.
- Actively step in to perform all areas of ACT staff responsibility to help with the daily flow or to cover unexpected staff shortages, as needed.

- Order, track and stock all animal care related supplies and food, including prescription diets, maintaining a good working relationship with appropriate vendors while adhering to department expense budget.
- Ensure that all relevant facilities are in good working order (hoses, cage banks, door handles, etc) including all necessary cleaning supplies (mop handles, buckets, squeegees, brooms, foamers, etc) in collaboration with the Facilities department.
- Participate in weekly rounds with heads of appropriate departments, bi-weekly operations team meetings, and monthly upper management meeting.
- Provide specialized animal care as needed or directed.
- May occasionally assist in the handling of a deceased animal if brought to the shelter.
- Maintain a pleasant, professional, courteous and tactful position with co-workers and the public at all times.
- Assist the general public as requested, responding to inquiries of a general nature by telephone and in person.
- Assist the general public in the admittance of their pet or stray animals through proper interviewing techniques and completion of all necessary paperwork.
- Perform minor medical tasks such as gross physical examination, sub-Q vaccinations, microchip implantation, oral general de-wormer at time of admittance, if needed.
- Accurately and completely enter admission and animal information, incident reports, animal care requests and medication reporting, tracking and completion, utilizing the Shelter Buddy (SB) software. Additionally, train and oversee ACT staff in SB use.
- Actively support and promote the mission and goals of HSSC ensuring a positive image, enhancing the operation of the organization, and improving the quality of life for animals.
- Perform other duties as assigned.

Supervision:

This position reports directly to the Shelter Manager and supervises the Animal Care Technician staff and Animal Care Assistant volunteers.

KNOWLEDGE, SKILLS, AND ABILITIES

- The ability to communicate effectively with staff, volunteers, and the public.
- The ability to work independently as well as in a team environment.
- Strong leadership skills, the ability to lead and motivate a team of individuals towards a common goal.
- Must demonstrate self-motivation, responsibility, excellent interpersonal skills, and the ability to handle multiple tasks in a fast-paced environment.
- Knowledge of domestic animal breeds, diseases, health care and basic animal behavior.
- Ability to work with animals of unknown disposition and those who may exhibit medical or other problems, as well as aggressive behavior.
- Ability to properly lift animals, food, and supplies up to 50 pounds.
- Excellent oral and written communication skills.

QUALIFICATIONS

- At least 2 years animal care experience preferred.
- One year managing staff or volunteers.
- Experience in humane animal handling, restraint and confinement.
- Basic computer skills including Microsoft Word.
- Willingness to work flexible days and hours, including evening shifts, weekends and/or holidays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with and handle animals.
- Ability to walk and/or stand throughout a normal workday.
- Must be able to communicate effectively (speak and listen).
- Must qualify as a company driver.
- Must be able to lift, move, and carry objects and animals up to 50 pounds.
- While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear; bend, reach, stoop, kneel, squat, and crawl; climb or balance. Use of arms above the shoulder is sometimes required.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Allergic conditions, which would be aggravated when handling or working with animals may result in disqualification.

Work environment: The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases.

NOTES

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date