

Job Title	<i>Animal Care Manager</i>
Reports To	<i>Senior Operations Manager</i>
Starting Salary	<i>Salary Position: \$38,000 to \$42,000 (depending on experience)</i>

Job Purpose

The purpose of our Animal Care Manager is to oversee the daily operations of the kennel and cattery departments ensuring all animals in our facility receive the highest level of care and compassion which is foundational to our organization’s mission and philosophy. This individual is responsible for training all new animal care staff on HSHC cleaning and disease prevention protocols and ensuring these protocols are followed every day. This individual will also train the cattery and kennel department teams on all standard operating procedures for safe, animal handling, how to show animals to the public for adoption, and how to safely introduce animals to each other. This position reports to the Senior Operations Manager and works alongside the Senior Medical Manager, Behavior Manager, Volunteer Manager, and Customer Service Manager.

Duties & Responsibilities

The Animal Care Manager is responsible for managing all aspects of our Animal Care Department including, but not limited to:

- Ensure the kennel and cattery departments complete their daily cleaning, feeding, and other direct animal care duties as assigned in a timely and effective manner.
- Oversee the team’s interactions with the public as they advocate and show animals or potential adoption.
- Ensure the team is following all SOP’s when showing animals to the public, when doing “meet and greets” with HSHC animals and owned animals, and any other interactions the team may have with the public.
- Ensure the team’s daily interactions with each other, with other departments, and with volunteers is positive and appropriate.
- Identify opportunities for volunteers to support the Animal Care Department, request that support from our Volunteer Department, and ensure those volunteers are trained and utilized effectively.
- Communicate effectively and on a daily/weekly basis with the Senior Operations Manager and all other Managers about any concerns regarding animals in HSHC care.
- Effectively coordinate scheduling conflicts for request off forms, terminations, and new hires.
- Ensure new hires complete the training required for each position within the Animal Care Department in conjunction with the Human Resources Manager.
- Supervise a staff of approximately 18 employees (including 3 coordinator/leads) to implement training, scheduling, delegation of tasks, evaluations of performance, and problem solving in a timely manner.
- Continually seek out opportunities for process improvements and/or cost savings within the Animal Care Department
- Oversee inventory and manage the just in time ordering approach, and budget, for animal related supplies including food, litter, litter boxes, etc.
- Communicate weekly with the Facility Manager regarding items we need to include on our Amazon Wish List
- Immediately communicate any building and grounds, equipment, etc. issues/concerns with the Facility Manager such as HVAC/temp control issues, kennel/cage repairs, guillotine repairs, outdoor turf/fencing issues, etc.
- Ensure the Pet Point system is up to date on a weekly basis regarding Animal Locations.

- Manage the relationship with our local PetSmart and Petco stores that feature HSHC adoptable cats to ensure animals are healthy, they are not waiting too long for placement, they are receiving the daily care that is required, and that they remain top of mind even though they are off-site
- Open and close the facility and serve in the capacity of “Manager on Duty” when assigned

Qualifications, Applicants must:

- Embrace our No-Kill Philosophy
- Have previous experience working in a similar capacity in an animal shelter or animal care services facility (vet hospital/clinic, boarding facility, daycare facility, etc.)
- Understand the critical nature of disease prevention and/or disease intervention as it pertains to cleaning processes/protocols in an animal shelter or similar facility
- Have advanced animal handling experience with both dogs and cats and a comfort level working with dogs/cats that may be potentially dangerous due to fear, abuse, etc.
- Have an excellent understanding of animal behavior. Experience implementing animal behavior modification/training programs (SAFER Testing) is a PLUS!
- Demonstrated success managing a team of 5 or more individuals including performance reviews, disciplinary action, training, and daily supervision to keep a team motivated, focused, and positive
- Demonstrated success navigating employee conflict/relations in both a diplomatic and effective manner
- Take great pride in keeping the animal housing areas of our building clean and healthy
- Be extroverted and enjoy interacting with the public and volunteers
- Be an excellent communicator—both written and verbal
- Be proficient using a computer including Microsoft Office (Excel, Word, PowerPoint), Gmail, Google Docs, and PetPoint (or other animal shelter related software) is PLUS!
- Thrive in a fast paced—high pressure environment
- Be flexible to work some nights and weekends
- Have reliable transportation
- Be able to lift a minimum of 50lbs without health risk

Benefits Package:

- Full-Time employees are eligible for benefits after 60 days of employment. HSHC offers several insurance options, including but not limited to medical (Anthem), dental, vision, Long/Short Term Disability, FSA/HSA, Identity Theft Protection, and Life Insurance.
- Generous vacation and paid time off accrued from day one.
- **Robust Pet Benefits Package for employee owned pets.** Includes annual vaccines, diagnostics, x-rays, preventatives, and prescription medications (requires a DVM script) at cost. Other select pet supplies like potty pads, carriers, food, bowls, bedding, etc. are available at no cost in the designated ‘free’ storage bins.
- Certifications/Professional Development Training provided/funded by HSHC based on role and relevance.
- Retirement plan option available.

Qualified candidates should apply online OR email a resume and cover letter to humanresources@hamiltonhumane.com. Applicants are NOT required to live in Hamilton County.

Thank you for your interest in pursuing a career at the Humane Society for Hamilton County (HSHC). HSHC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to their race, color, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, gender identity, domestic partner status, or any other status protected by federal, state, or local law.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.