



## Shelter Supervisor (Loveland, CO Location)

<b>Job Title:</b>	Shelter Supervisor
<b>Department:</b>	Shelter - 02
<b>Job Classification:</b>	Full time; Hourly, non-exempt position
<b>Job Relationships:</b>	Reports to the Shelter Manager. Supervises Client Services and Animal Care staff as well as volunteers. Working relationships include Behavior and Foster and Transfer Teams, Veterinary Services, the Supervisor and Management team and other members of the Organization.

Our Shelter Supervisors, under the direction of the Shelter Manager, are primarily responsible for supervision of the Client Services and Animal Care areas. These are working supervisor positions and includes performing the duties of direct reports as needed and in their absence. Ensures appropriate training and development of applicable staff and volunteers. Actively participates in Shelter and supervisory meetings. Responsible for the operation of the Shelter store where applicable including inventory and ordering. The schedule for the position is generally Sunday through Thursday or Tuesday through Saturday with evenings, nights, weekends and holidays as required. Overtime required in accordance with business need.

### Essential Duties/Responsibilities:

#### **Shelter Operations and Staff Supervision**

- Supervises animal care and client services staff. Identifies and ensures appropriate training and growth opportunities for direct reports and associated team members
- Responsible for understanding all functions and tasks within scope of responsibility
- Performs the duties of Client Services and Animal Care staff in their absence and as needed
- Serves as the primary escalation point for Client Services and Animal Care issues and staff
- Assists with department staffing; participates in employment issues including hiring, performance reviews, disciplinary actions, recognition, scheduling and more
- Assists Shelter Manager with census management and routing decisions, euthanasia list approval and list sign off
- Serves as member of the euthanasia team and is regularly scheduled to perform euthanasia. Serves as a euthanasia trainer
- Ensures that direct reports manage department volunteer programs and participates in volunteer recruitment as needed and attends DVS meetings
- Responsible for inventory, merchandise ordering and overall organization of Shelter store where applicable
- Assists Shelter Manager with supply inventorying and ordering to ensure adequate Shelter supplies, food and more
- Assists Shelter Manager with monthly reports and data collection
- Coordinates off-site adoption events with select partners and performs regular review of partner adoption facilities
- Responsible for effectively training staff in approved safe work practices and personally models safe work practices
- Works cooperatively with other Organization departments and builds and maintains relationships
- Chairs assigned meetings
- Ensures supervised departments follows PACFA and other compliance requirements as instructed
- Participates in Shelter Team, Safety Team, DVS and Supervisor/Managers meetings
- Models behavior and professional standards, policy and procedure adherence, and communication expectations
- Consistently meets attendance and punctuality expectations

#### **Policy/Procedures**

- Actively participates in the development of standard operating procedures and processes in support of, and in accordance with, Organizational needs and expectations
- Assists with compliance with all Federal, State and local animal care and sheltering requirements (PACFA, DEA, OSHA)

## **Budgeting/Financial Management**

- Assists with annual planning and budgeting
- Monitors expenditures in areas of responsibility

## **Other Duties/Responsibilities:**

- Serves as backup for the Shelter Manager in their absence and attends meetings on their behalf as requested
- Actively participates in and supports management decisions and works collaboratively within the Organization through effective and professional communication, cooperation and information sharing
- Serves as primary member of the Emergency Response Team
- Assists Shelter Manager with Department operations as assigned and may assist with timekeeping duties
- Performs other duties as assigned

## **Job Qualifications:**

**Education/Experience:** Minimum of an Associate's degree or equivalent applicable professional work experience. Previous animal welfare experience very highly desired and preferred. Over one (1) full year of direct and comparable multi-staff supervision experience in a similar size organization, or over two (2) full years of multi-volunteer supervision experience, including hiring, scheduling, managing and evaluating performance is required. Minimum of one (1) full year working with the general public in a customer/client focused position required; Previous experience with Chameleon software, or other animal shelter software, highly desired and preferred. Previous staff training experience is required. Bilingual English/Spanish reading, writing, understanding, speaking is a plus and includes a wage premium.

**Knowledge:** Knowledge of animal health, care and welfare; Strong animal handling skills; Knowledge of animal breeds and colors; Knowledge of animal behavior and enrichment; Knowledge of, and experience with, non-domestic animals including exotics.

**Skills/Abilities:** Solid computing skills (Microsoft Office environment) and ability to learn specialized software; Effective and professional written and verbal communication skills and excellent interpersonal communication skills; Public speaking skills; Strong organizational and customer service skills. Emotional intelligence, work ethic and integrity skills required. Able to exercise good judgment when dealing with personnel, client, animal and management issues; Able to work with, and to visually see, audibly hear and verbally communicate with people and animals. Effective record keeping ability; Able to work independently and in a team setting; Able to maintain composure in stressful and emotional work situations. Able to use sound judgment when dealing with confidential information; Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment. Able to work one assigned weekend day per week and to work overtime as needed. Able to model and maintain adherence to the Organization's Standards of Professional Conduct. Able to perform euthanasia and vaccination of animals. Able to effectively work in a co-supervisory role. Able to drive on behalf of the Organization.

**Other:** Must be at least 21 years of age for insurance purposes; Valid Colorado Driver's License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards; Willing to become euthanasia and vaccination certified upon hire.

## **Working Conditions:**

**Work Environment:** Work is primarily performed in the animal shelter setting. Office space is shared. Potential for exposure to zoonotic diseases; Exposure to Shelter animals including dogs, cats, small mammals, exotics such as reptiles, birds and more. Potential for exposure to dangerous and fractious animals; Exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals; Exposure to cleaning products; Potential exposure to various weather conditions when working outside. Exposure to clients showing a wide range of emotions including hostility.

**Physical Activities Include:** Handling animals of various types and temperaments. Lifting and carrying of up to 50 pounds unassisted and more with assistance. Potential for walking, standing on feet and sitting for 8 to 10 hours a day. Audibly listening to, verbally speaking to and visually seeing people and animals is required. Client work includes in person and on the telephone and includes repetitive data entry. Scrubbing, mopping and cleaning; performing repetitive data entry; driving a vehicle on behalf of the Organization; bending, squatting and kneeling; walking dogs on a leash; performing physical examinations on animals; animal restraint; handling and using syringes and needles.

**NOTE:** *This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.* NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

**We are an Equal Opportunity Employer.** Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more.