



Animal Care Supervisor (Loveland, CO Location)

Job Title:	Animal Care Supervisor
Department:	Shelter - 02
Job Classification:	Full time; Hourly Non-Exempt Position
Job Relationships:	Reports to Shelter Manager and Shelter Supervisor(s) Supervises Animal Care Lead(s), Technicians and Assistants and assigned Volunteers
General Purpose:	Supervises daily animal care within the Shelter and implements feeding and disease control protocols; Trains and supervises staff in all aspects of animal care; Supports client services efforts when necessary

This is a full-time, working-supervisor position responsible for the daily care of animals in the Shelter (including cats, dogs, small mammals, exotic pets and barnyard animals). Incumbent trains and supervises Animal Care Leads, Technicians and Assistants in facility cleaning, feeding and disease control protocols. Participates in Shelter Team, Safety Team, Shelter Supervisor and Supervisor/Manager meetings and is actively engaged in reviewing work flow and suggesting and implementing improvements. Supervises assigned volunteers including community service volunteers. Schedules include at least one weekend day and overtime as required. Shifts vary and generally cover 7:30AM-7:30PM Monday-Friday and 7:30AM-5:30PM Saturday-Sunday and are subject to change.

Essential Duties and Responsibilities:

- Responsible for the Daily Operations of the Animal Care Team in a Manner that Ensures Animals in our Facility Receive Consistent, High Quality Care**

Supervises daily cleaning, feeding and disease control routine of the animal shelter; serves as a positive role model for Animal Care Leads, Technicians and Assistants. Assists with analyzing work flow, work procedures and staffing levels and suggests and implements improvements. Schedules work for animal care staff and volunteers. Supervises and schedules community service volunteers and maintains appropriate documentation. Monitors safety procedures and reports injuries for the purpose of improving safety training and reducing on-the-job injuries. Maintains inventory; assists with ordering of supplies as needed. Monitors and sorts incoming donations; determines appropriate disbursement and storage.
- Responsible for the Supervision of Animal Care Leads, Technicians and Assistants**

Schedules, assigns duties and supervises Animal Care Leads, Technicians and Assistants and volunteers during a particular shift. Participates in the hiring, evaluation, coaching, counseling, performance reviews and disciplinary action of staff. Assists in developing and conducts training programs. Promotes positive recognition of good performance. Assists in managing timesheet data, schedules and time off requests to ensure department coverage. Responsible for the training of Animal Care Leads, Technicians and

Assistants. Serves as a role model for the Organization's Standards of Professional Conduct, professional communications and emotional intelligence. Maintains punctuality and attendance expectations. Plans for, recruits, trains, schedules and counsels volunteers. Instructs staff, volunteers and applicable students in approved animal handling techniques.

- **Performs the duties of an Animal Care Technician**

Performs daily cleaning of kennels, cages and public areas and follows disease control protocol to ensure a safe, healthy environment for the animals in our care. Administers animal vaccines and approved medications as directed. Provides transportation of shelter animals as needed. Informs veterinary staff, behavior staff and/or management about animal health or behavior concerns. Performs euthanasia, including euthanasia of rabies vector species as required. Cross trains in and assists other shelter departments as necessary, enters data into Chameleon as necessary.

- **Participates as a Member of Shelter Team**

Brings issues forward that are impacting the Shelter and offers information and solution options. Actively participates in discussions. Contributes to the creation and revision of Shelter standard operating procedures (SOPs).

- **Assists with State and Other Compliance Responsibilities such as PACFA, OSHA, DEA, etc., as Requested**

Other Duties and Responsibilities:

- Assists the Behavior team with animal evaluation and enrichment programs as required
- Supports the Organization's events, off-site adoption sites, and marketing efforts
- Assists other departments as assigned
- Performs other duties as assigned
- Participates in various organizational task forces and teams as assigned

Job Qualifications:

Education/Experience: Minimum of Associate's Degree or equivalent work experience; Minimum one year of proven staff supervisory or applicable lead experience, or six months of current Organization lead experience. Minimum one year of experience in animal welfare, animal care, animal health or applicable industry required. Hands on experience with companion animals required. Must be at least 21 years of age (required for insurance purposes). Bilingual English/Spanish reading, writing, understanding and speaking a plus and includes a wage premium.

Knowledge: Knowledge of basic animal handling; Knowledge of basic animal health, care, and welfare; Knowledge of animal breeds and colors; Knowledge of positive dog training methods and behavior rehabilitation methods a plus.

Skills: Solid computing skills (Microsoft Office environment); Effective written and verbal communication skills; Strong organizational skills. Supervisory skills and emotional intelligence, ethics and integrity skills required.

Abilities: Able to work with the animals within the Shelter's care. This includes the ability to work visually and audibly, with animals both alive and deceased, including dogs, cats, small mammals, barnyard animals, exotic animals and more. Effective record keeping and the ability to quickly and effectively learn new software; Able to work independently and in a team setting; Able to remain calm and level-headed in an often stressful and emotional work environment; Able to use sound judgment when dealing with confidential information; Able to multi-task and to prioritize job duties in a fast-paced and constantly changing work environment; Able to exercise good judgment when dealing with personnel, client, animal, or management issues; Able to work with disinfectants and cleaning supplies; Able to perform physical work including scrubbing, mopping, lifting, walking, squatting and bending; Must be euthanasia certified, or able to obtain certification, within three months in the position and able to handle animals in all conditions including deceased. Ability to serve as an example to staff in adhering the Organization's Standards of Professional Conduct and utilizing emotional intelligence. Able to work a flexible and changing schedule including evenings, weekends and overtime as required.

Other: Valid Colorado Driver's License, insurable driving record and proof of personal driver insurance that meets Colorado minimum requirements. Some holiday work will be required.

Working Conditions:

Work Environment: Most work performed in animal shelter setting; Potential for exposure to zoonotic diseases and to cleaning chemicals; Potential for exposure to dangerous and fractious animals; Exposure to high noise levels when in kennel areas; Exposure to wet conditions; Potential for animal bites and scratches while handling animals; Potential exposure to hay and dust; Potential exposure to deceased animals; Potential exposure to various weather conditions.

Physical Activities: Handling animals of varying types and temperaments; Occasional lifting and carrying of up to 50 pounds without assistance and more with assistance; Potential for standing on feet and walking for 8 or more hours a day; Driving a car; Kneeling; Squatting; Bending; Lifting; Cleaning cages (scrubbing and mopping); Walking dogs on a leash; Performing physical examinations on animals; Animal restraint; Handling syringes and needles; Speaking and listening; Performing data entry.

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. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.