# Animal Shelter Operations Supervisor

**Grade: 7**

**FLSA: Exempt**

**Date: 02/23**

**Job Summary:** Oversees animal care to include Animal Care Attendants, Animal Health Attendants, and the behavioral evaluation and enrichment of the Animal Shelter Division, which may include animal receiving, lost, and found, behavioral evaluations, animal enrichment, and adoption screenings. Responsible for assuring a high level of customer service, compliance with policies and mandates, budget preparation, and adherence to approved budgets. Assesses operational effectiveness and implements improvement enhancement measures. This position reports directly to the Animal Shelter Division Manager.

**Essential Functions:**

1. Administers all personnel policies related to the animal care staff to include hiring recommendations, discipline, supervision, and scheduling of staff. Manages personnel in accordance with shelter procedures and applicable laws. Motivates the team to accomplish the shelter’s mission and goals;
2. Ensures the health, safety, and care of all animals to include, housing, feeding, medical administration, and safety of each animal and the people in contact with them;
3. Focuses on increasing adoptions to include a timely and appropriate placement of animals and a reduction in average length of stay and adoption returns;
4. Assists in the development and execution of an animal behavioral testing program that identifies safety concerns and solutions;
5. Works with local veterinarians concerning the care of animals brought into the shelter and ensures veterinary orders are carried out to include administering medication and coordination of transportation when required;
6. Works with Animal Shelter Division Manager to develop an annual shelter budget with a focus on cost containment to include animal care costs, equipment costs, vet costs, personnel costs, and building expenses;
7. Assists Animal Shelter Division Manager in establishing and maintaining animal shelter policies, procedures and relationships with individuals and/or groups inside and outside of St. Mary’s County;
8. Provides effective leadership and executes the code of conduct in a manner that encourages respectful relationships;
9. Assists and supports the Volunteer Coordinator in recruiting, retaining, training, and motivating quality volunteers;
10. Works with the Animal Shelter Division Manager to develop and establish a customer service program that helps staff and volunteers provide quality service and a good positive public image to our customers and community;
11. Supervises the maintenance of the building with a focus on prevention of building problems, maintains a safe, clean and efficient environment that meets the established standards of the inside building and the outside grounds. the safety of both people and a clean and efficient environment that meets the established standards of the inside building and the outside grounds;
12. Ensures shelter medical documents are accurate and in compliance with federal, state, and local laws;
13. Performs mandated monthly, quarterly, and yearly reporting requirements for the intake and disposition of animals entering animal shelter facility;
14. Manages staff training to increase the ability of staff to effectively care for the animals, efficiently and safely during the performance of their duties;
15. Develops an inventory system and ensures shelter is adequately supplied with pet food, medical supplies, medication and other materials necessary to run the shelter.
16. Educates public regarding pet ownership and basic animal care;
17. Oversees staff meetings to review procedures, discuss workplace issues and share ideas for animal care/placement improvements. Meets with management to develop long range plans, policies and procedures;
18. Responsible for managing the animal population to include the need to evaluate animals for euthanasia, taking into account considering the health, temperament, and/or the ability for the shelter to humanely house and care for the animal(s) under evaluation for euthanasia. Ensures humane euthanasia procedures are carried out according to Maryland State or other applicable laws;
19. Provides management of overall shelter operations in the absence of the Animal Shelter Division Manager;
20. Assists with cleaning, feeding, intake exams, and/or medical tests;
21. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Knowledge of modern principles, practices and techniques of the control and care of animals;
2. Knowledge of modern principles and practices used in the operation of an animal shelter;
3. Knowledge of hazards and safety practices involved in dealing with animals;
4. Knowledge of responsible fiscal policies and procedures;
5. Knowledge of effective techniques of supervision;
6. Ability to plan, organize, and direct a comprehensive animal care program.
7. Ability to effectively evaluate emergencies and unexpected situations and promptly respond in an appropriate manner.
8. Ability to establish and maintain effective working relationships with those encountered in the work including County officials and employees, animal owners and the public.
9. Ability to effectively schedule staff work hours and supervise staff work performance.
10. Ability to Communicate effectively orally and in writing.
11. Ability to Deal effectively with the public.

**Education and Experience:**

1. Associate’s degree;
2. Seven or more years related experience in the animal care field with at least two years in a supervisory capacity;
3. Or equivalent technical training, education, and/or experience.

**Additional Requirements:**

1. Must possess a valid Maryland Driver’s License;
2. Ability to operate a County owned vehicle;
3. Certification in Humane Euthanasia at County Expense within six (6) months from the date of hire;
4. Pre-exposure rabies vaccinations;
5. May be required to provide on-call emergency services;
6. Required to work during emergency weather events or other emergency situations that close the shelter and require the operation of an emergency pet shelter.
7. Favorable background investigation and fingerprints;
8. Employee is subject to work beyond the normal scheduled hours of work, work weekends

and holidays.

**Physical and Environmental Conditions:**

Ability to control, lift and carry animals handled at the facility; requires long periods of standing, frequent walking indoors, repeated bending, crouching, stooping, stretching, or reaching; recurring lifting of objects up to 49 pounds; operation of keyboard devices; work may be physically or emotionally demanding.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR Representative Date

Your signature below indicates that you have received a copy of this position description.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature Date