

## Shelter Supervisor

Northwoods Humane Society

Wyoming, MN

**Position Purpose:** The Shelter Supervisor of Northwoods Humane Society (NHS) oversees daily operations of the shelter with a focus on ensuring that all animals are receiving the best care possible during their stay at Northwoods and that their stay from intake to placement is as short as possible. This position makes certain that all direct reports and volunteers who have direct care with the animals are following processes and protocols ensuring that all animals physical and mental needs are being met.

**Accountability:**

Reports to: Executive Director (ED)

Directly Supervises: Animal Care Technicians and Shelter Veterinary Technicians

Indirectly Supervises: Volunteer Dog Walkers, Cat Socializers and Vet Tech Assistants

**Budget:** Manages day-to-day shelter operations within budget set by Board of Directors

**Status:** Full Time, hourly position which may include weekend, evening, on call or holiday hours.

### Essential Duties and Responsibilities:

- Ensure the health and well-being of each animal in the shelter and oversee their movement from Intake to Placement/Outcome
- Perform supervisory functions for direct reports.
- Work with staff to ensure that all animal protocols are followed and up to date.
- Ensure that the building, equipment and grounds are safe, clean and in working order.
- Serve as the leader of the Animal Care Committee and serve on other applicable committees.
- Develop and implement animal care processes and protocols.
- Provide the ED and Board of Directors (BOD) with information as to the health and behavior status of the animals at NHS.
- Represent NHS in a professional manner when dealing with staff, volunteers, outside organizations, agencies, individuals and the public. Reflect a good public image for NHS at all times and be of service to the area's people and animals.
- Participate as a collaborative member of Northwoods Humane Society.

### Animal Care

- Be responsible for all adoptable animals so they are moved to the adoption floor within guidelines. This includes completing intakes, health and temperament assessments, directing enrichment and/or behavior modification, identifying the need for vet checks or outside vet visits, making outcome decisions, seeking placement, etc.
- Develop, implement and maintain programs for animal transfers from other agencies
- Plan, develop, and implement animal care programs which will meet the principles and objectives of NHS under the policies set by the Board of Directors
- Develop and/or recommend policies and procedures, as needed
- Maintain documentation and ensure proper storage of documents according to the Document Retention Policy
- Maintain continuous readiness for regulatory inspectors
- Identify and inform the ED of internal and external issues that affect the animals

**Supervise employees:**

- Interview, hire, train, coach, support and provide yearly performance evaluations for Animal Care Technicians and Shelter Veterinary Technicians
- Create monthly schedule for Animal Care, Vet Care and Customer Service staff
- Foster effective teamwork between staff and volunteers
- Communicate directly to staff and volunteers any concerns that involve the well-being of any animal at NHS
- Recognize and provide resources for staff and volunteers with 'compassion fatigue'
- Conduct monthly staff meetings for Animal Care and Veterinary teams and attend other staff meetings

### **Shelter Operations:**

- Oversee inventory of supplies needed for animal care and shelter veterinary use
- Oversee property maintenance, including the building, equipment and grounds of NHS
- Continually observe conditions within the organization and makes suggestions and recommendations for change or improvements
- Serve as the on-site Supervisor during scheduled shifts; this includes, but is not limited to, providing direction and support to and resolving issues for animal care, veterinary technicians and customer service
- Ensure that the shelter and employees adhere to internal and external regulations in regards to safety

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proven employee and operational supervisory abilities, preferably in a non-profit
- Education: A high school diploma and vet tech experience, shelter experience preferred
- A valid driver's license-may be necessary to transport live animals in a safe manner
- A belief in the mission of NHS and the ability to work around animals
- Computer skills which include: Microsoft Office, email and social media
- Knowledge of legislation/laws applicable to animal shelters

### **Knowledge, Skills and Abilities:**

The Shelter Supervisor demonstrates a working knowledge of the following principles, sufficient to provide leadership.

- Understanding of mission, vision, goals and objectives
- Use of technology (computer, software, internet, social media)
- Ability to inspire/motivate staff
- Training and coaching
- Professional writing skills
- Understanding the principles of team building
- Ability to modify personal behavior and work activities in response to new information, changing conditions or unexpected obstacles
- Ability to shift attention from one task to another and balance multiple obligations at one time
- Adapting and implementing change
- Ability to develop rapport with customers, colleagues, volunteers and community members
- Ability to utilize data for analysis and reporting
- Demonstrate skills for safety awareness in all work environments
- Self-motivation
- Organizational skills to manage situational and day-to-day routine complexities
- Skills to manage change and ability to adjust quickly to situations

- Effective verbal communication skills
- Flexibility in scheduling to accommodate priorities