

DAKIN HUMANE SOCIETY POSITION DESCRIPTION



TITLE: **ANIMAL CARE SUPERVISOR**
HOURS: Full-time, Non-Exempt, hourly position.
REPORTS TO: Adoption Center Manager

FUNCTION: The Animal Care Supervisor provides supervision and training to new staff and volunteers to ensure best practices in safe and humane animal care for Dakin's Adoption Center. Assists with quality control related to animal care, cleaning, and sanitation.

DAKIN'S GUIDING PRINCIPLES

Our Mission: Dakin Humane Society delivers effective, innovative services that improve the lives of animals in need and the people who care about them.

Our Foundational Belief: We believe people are good and will make good decisions for animals when they are treated with kindness and understanding, and when they have enough information and resources.

Our Core Values: Integrity, Compassion, Innovation

RESPONSIBILITIES:

ANIMAL CARE (60%):

- Schedule, direct and supervise the ARC/Animal Care Team and ensure that animal care staff and volunteers are supported in their daily responsibilities.
- Maintain and adjust schedules for day-to-day animal care operations.
- Work collaboratively with volunteer department to identify and fill volunteer needs.
- Participate daily in morning cleaning and closing, including walking dogs, cleaning and disinfecting cages and kennels, sweeping and disinfecting floors, and re-stocking.
- Maintain a high level of communication with management regarding conditions of sheltered animals--medically and behaviorally.
- Implement consistently high standards of humane care for all Dakin animals, including best practices in rehabilitation, feeding, sanitation, and housing.
- Work with the veterinary department to coordinate movement of animals and appropriate sanitation of supplies during contagious disease outbreaks.
- Work with behavioral services staff to observe animals for signs of dangerous behaviors or other behaviors that call for modification, enrichment, or euthanasia.
- Help with the management of the animal population including the movement of animals through the building and into foster homes.
- Monitor and manage cleanliness throughout the day of pet housing areas, laundry, cleaning and supply storage areas.

- Works with leadership to determine needed efficiencies and implements needed changes.
- Assists with euthanasia.

TRAINING (30%)

- Train and onboard new staff to make sure they understand their roles and responsibilities and are following SOPs as it relates to animal care, safe animal handling and stress reduction.
- Oversee the training and skill checks for animal care volunteers, to ensure protocols are being followed, goals are met and that they feel valued.
- Routinely follows-up with the animal care team to ensure compliance with protocols and reinforces training through ongoing feedback.
- Actively supports staff and volunteers and promotes the development of skills related to the advancement of Dakin goals and mission.
- Provide coaching and re-training for staff and volunteers as needed to get them up to standard.

ADDITIONAL RESPONSIBILITIES (10%)

- Serves as a representative of Dakin management to customers and assesses customer needs and support.
- Maintains and orders animal care materials and supplies
- Observe the facility and report any repair or maintenance needs of the building, grounds and equipment
- Keep track of deep cleaning and other special projects and assign as needed.

POSITION REQUIREMENTS:

EDUCATION:

High School diploma or the equivalent.

EXPERIENCE:

- Proven experience as a team lead, supervisor, or experienced trainer.
- Knowledge of basic domestic care and safe/humane animal handling.
- Knowledge of animal welfare issues are a plus.
- Proficiency in Microsoft Office, Google Workspace, and Gmail.

SKILLS, TRAITS AND OTHER REQUIREMENTS:

- Must agree with and be committed to upholding Dakin's Guiding Principles.
- Must maintain confidentiality and handle sensitive information.
- Must have excellent verbal and written communication skills.
- Must be curious and attentive to details.
- Must have proactive problem-solving abilities and a willingness to learn and adapt.
- Must be effective, team-oriented, and flexible in a constantly changing environment.
- Must be optimistic and able to handle difficult and sensitive situations with compassion, discretion, and an open mind.

- Must have a valid driver's license and access to reliable transportation.
- Must be at least 18 years of age.

MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS:

- Requires reliable and punctual attendance.
- Must be available to work when and where needed by the organization. Must be willing to work irregular hours, weekends, and holidays.
- Requires working alone or with minimal supervision. Must be self-motivated.
- Requires patience, tact, and demonstrable compassion when working with people who are expressing a wide range of strong emotions.
- Must be able to communicate skillfully and effectively with culturally diverse communities of people of all ages, including staff and volunteers.
- This job requires a great deal of standing, walking, sitting, kneeling, crouching and general mobility. It may include lifting, carrying, and pushing of supplies and cleaning of animal areas. Weights involved with these tasks could be up to 50 pounds.
- This job requires working around and with chemical compounds (i.e., bleach, detergents, and disinfectants) used to clean and disinfect kennels, cages, and other surfaces.
- Must have affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- While working with sheltered animals there is a risk of exposure to parasites and infectious diseases.
- Allergic conditions, which would be aggravated when handling or working with or near animals or cleaning supplies, may be a disqualification.

I acknowledge that I have received and read the job description for the position of Animal Care Supervisor. I understand the duties and responsibilities associated with this position and I am aware of the qualifications and skills required to perform this job effectively.

Employee signature: _____ Date: _____