



POSITION TITLE: Operations Supervisor

POSITION SUMMARY

The Operations Supervisor is responsible for supervising Animal Care Attendants and Animal Care Techs during the daily cleaning, feeding, walking and enrichment tasks as well as assigning Animal Care Attendants to do daily laundry, dishes and overseeing their workload. The Operations Supervisor is the POC when the Operations Manager is off work as well as on select holidays. He/She is expected to provide detailed training on proper cleaning protocols and practices to staff members, volunteers, and Community Service workers. Maintaining a clean facility while providing daily care and sanitation for sheltered companion animals at The Heritage Humane Society is a must. Role-modeling excellent animal care for staff members and volunteers as well as making sound decisions is a critical function of the Operations Supervisor. Great customer service skills in a fast-paced environment while maintaining a positive, professional attitude with a focus on teamwork is expected of all employees. The perfect candidate will be cross-trained and willing/able to work with dogs, cats, and small critters and be able to assist with a variety of other duties as needed.

SUPERVISOR: Operations Manager

STATUS: Non-Exempt

RATE OF PAY: \$14.50 - \$16.00 per hour

Make decisions for the pets in our care based on the Five Freedoms of Animal Welfare.

Freedom from Hunger and Thirst

By ready access to fresh water and diet to maintain health and vigor.

Freedom from Discomfort

By providing an appropriate environment including shelter and a comfortable resting area.

Freedom from Pain, Injury or Disease

By prevention or rapid diagnosis and treatment.

Freedom to Express Normal Behavior

By providing sufficient space, proper facilities and company of the animal's own kind.

Freedom from Fear and Distress

By ensuring conditions and treatment which avoid mental suffering.

BASIC REQUIREMENTS AND RESPONSIBILITIES

SUPERVISORY DUTIES

- Responsible for assisting the oversight of kennel and facility cleaning and animal feeding.
- Trains and assists staff with assigned cleaning duties.
- Provide frequent feedback on the progress of the animals in our care based on personal, hands-on experience. Assists with making decisions on their pathways and best options. Watches length of stay and reports concerns. Writes bios to help animals get adopted.

- Assign Animal Care Attendants their daily workload and provide feedback on their progress.
- Consistently showing animals to the public in a transparent and safe way. Work with staff members and volunteers on how to best showcase each pet at HHS. Serve as a leader in dog meet and greets. Conducts staff training on how to best handle an animal when introducing them to a member of the public or another household pet and provides training about how to introduce pets at home to one another.
- Assist with making decisions on animal movements and executing them as needed, sometimes on a very quick timeline.
- Communicates with staff members and volunteers on a daily basis about expectations, special case pets, court cases, etc. Makes sure that staff members are kept up to date and able to stay safe. Compiles a daily recap for communication to all staff at the end of the workday.
- Make sound decisions for the people, pets, program, and community. Participate in weekly Pathways meetings and play groups whenever possible.
- Provide excellent care for the animals and people at HHS.

ANIMAL CARE RESPONSIBILITIES

- Provides appropriate and adequate food and water to all resident animals including special diets as defined by program leadership.
- Exercise animals as weather conditions and space permit.
- Maintain kennels, cages, and other housing environments in a sanitary condition and according to HSUS guidelines throughout the day by removing wastes, scooping or changing litter pans, removing soiled bedding, and maintaining sanitary food and water dishes.
- Provide enrichment and training for animals as deemed appropriate.
- Maintains clean spaces throughout the shelter placing cleaning supplies, tools and supplies out of view of the public eye and stored in the proper place.
- Engage guests in showcasing adoptable animals that would be a good match for their household.
- Work in conjunction with trained volunteers and court-ordered community service workers.
- Maintain laundry and dishes.

ADDITIONAL RESPONSIBILITIES

- Provide leadership support to the program including volunteers, staff, and community members as needed.
- Respond to customer problems and concerns as needed.
- Participate in special events, educational events, birthday parties and more as needed.
- Work collaboratively with all other staff members to ensure animals are being cared for properly and move through the system efficiently.
- Follow policies and procedures set forth by the Heritage Humane Society Employee Manual.
- Be respectful of coworkers and treat both co-workers and volunteers in a professional manner.
- Follow all safety rules for self and animals.
- Other duties as assigned.

QUALIFICATIONS

1. A minimum of 2 years of experience working with companion animals.
2. At least 1 year of supervision experience.
3. A strong leader and trainer that encourages staff members to excel and grow.
4. A fundamental commitment to the welfare of companion animals and a strong commitment to the mission of Heritage Humane Society. Compassion for animals is required.
5. Ability to lift 50 lbs or more.
6. Proven ability to work with the public under various circumstances and in a setting that places a high value on customer service is considered mandatory.

7. Superior oral communication and customer service skills.
8. Ability to assist with the hold for medical treatments including possibly Euthanasia.
9. A valid state driver's license with a clean driving record strongly preferred.

AVAILABILITY AND BENEFITS

- Full-time hourly position with benefits.
- Must be available on weekends and some holidays.

ENVIRONMENTAL CONDITIONS

- Normally works in an environmentally controlled building, but some outside work and driving may be necessary.

OTHER CONDITIONS THAT ARE UNIQUE TO THE POSITION

- Possible exposure to various common canine and feline illnesses and behaviors requires caution and proper use of appropriate protective equipment such as gloves, grab poles, goggles etc.
- The ability to handle the emotional and physical conflict of working in an environment that euthanizes animals that are aggressive, very sick or abused and cannot be put up for adoption.

To Apply: Email your resume, cover letter and salary requirements to jobs@heritagehumane.org. Open until filled.