



LARIMER HUMANESOCIETY

Shelter Supervisor

Job Title:	Shelter Supervisor
Department:	Shelter - 02
Job Classification:	Full time; Hourly, non-exempt position
Job Relationships:	Reports to the Shelter Manager. Supervises Client Services Supervisors and Animal Care Supervisors. Working relationships include Behavior and Foster and Transfer Teams, Veterinary Services, Animal Protection and Control, the Supervisor and Management team and other members of the Organization.

The Shelter Supervisor, under the direction of the Shelter Manager, is primarily responsible for supervision of the Client Services and Animal Care areas. The position supervises four (4) staff members directly and approximately twenty (20) staff members indirectly. This is a working supervisor position and includes performing the duties of direct reports as needed and in their absence. Ensures appropriate training and development of applicable staff and volunteers. Actively participates in Shelter and supervisory meetings. Responsible for the operation of the Shelter store including inventory and ordering. The schedule for the position is generally Sunday through Thursday or Tuesday through Saturday with evenings, nights, weekends and holidays as required.

Essential Duties/Responsibilities:

Shelter Operations and Staff Supervision

- Supervises animal care supervisors and client services supervisors. Identifies and ensures appropriate training and growth opportunities for direct reports and associated team members
- Responsible for understanding all functions and tasks within scope of responsibility
- Performs the duties of Client Services and Animal Care Supervisors in their absence and as needed
- Serves as the primary escalation point for Client Services and Animal Care Supervisors
- Assists with department staffing; participates in employment issues including hiring, performance reviews, disciplinary actions, recognition, scheduling and more
- Assists Shelter Manager with census management and routing decisions, euthanasia list approval and euthanasia list sign off.
- Serves as member of the euthanasia team and is regularly scheduled to perform euthanasia. Serves as a euthanasia trainer
- Ensures that direct reports manage department volunteer programs and participates in volunteer recruitment as needed and attends DVS meetings
- Responsible for inventory, merchandise ordering and overall organization of the Shelter store
- Assists the Shelter Manager with supply ordering to ensure adequate inventories of Shelter supplies, food and more
- Assists Shelter Manager with monthly reports and data collection
- Coordinates off-site adoption events with select partners and performs regular review of partner adoption facilities
- Responsible for training staff in approved safe work practices and personally models safe work practices
- Works cooperatively with other Larimer Humane Society departments and builds and maintains relationships
- Chairs the Shelter Supervisor Meeting
- Ensures supervised departments follows PACFA and other compliance requirements as instructed by the Shelter Manager
- Participates in Shelter Team, Safety Team, DVS and Supervisor/Managers meetings

Policy/Procedures

- Actively participates in the development of standard operating procedures in accordance with Organizational expectations
- Assists with compliance with all Federal, State and local animal care and sheltering requirements (PACFA, DEA, OSHA)

Budgeting/Financial Management

- Assists the Shelter Manager with annual planning and budgeting
- Monitors expenditures in areas of responsibility

Other Duties/Responsibilities:

- Serves as backup for the Shelter Manager in his/her absence and attends meetings on his/her behalf as requested

- Actively supports decisions of management and works collaboratively within the Organization through communication, cooperation and information sharing
- Serves as primary member of the Emergency Response Team
- Consistently meets attendance and punctuality expectations
- Models the Standards of Professional Conduct
- Assists Shelter Manager with Department operations as assigned and may assist with timekeeping duties
- Performs other duties as assigned

Job Qualifications:

Education/Experience: Minimum of an Associate’s degree or equivalent applicable professional work experience. Minimum of one (1) full year of direct staff supervision, or two (2) full years of volunteer supervision (including hiring, scheduling, managing performance and evaluating) required. Minimum of one (1) full year working with the general public in a customer/client focused position required; Previous experience with Chameleon software, or other animal shelter software, highly desired. Previous experience training personnel desired.

Knowledge: Knowledge of animal health, care and welfare; Strong animal handling skills; Knowledge of animal breeds and colors; Knowledge of animal behavior and enrichment; Knowledge of, and experience with, non-domestic animals including exotics, barnyard animals and wildlife.

Skills: Solid computing skills (Microsoft Office environment); Effective written and verbal communication skills and excellent interpersonal communication skills; Public speaking skills; Strong organizational and customer service skills. Emotional intelligence, work ethics and integrity skills.

Abilities: Able to exercise good judgment when dealing with personnel, client, animal and management issues; Able to work with, and to see and hear, animals; Effective record keeping ability; Able to work independently and in a team setting; Able to maintain composure in stressful and emotional work situations. Able to use sound judgment when dealing with confidential information; Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment. Able to prioritize and coordinate work assignments. Proven ability to learn specialized software. Able to work a schedule that includes one assigned weekend day per week and able to work overtime as needed. Able to perform euthanasia. Able to work in a co-supervisory role.

Other: Must be at least 21 years of age for insurance purposes; Valid Colorado Driver’s License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards; Willing to perform euthanasia of animals and to become euthanasia and vaccination certified upon hire. Willing to be rabies vaccinated and have intermittent titer testing.

Working Conditions:

Work Environment: Most work is performed in normal shelter setting; Office space is shared. Potential for exposure to zoonotic diseases; Exposure to Shelter animals including dogs, cats, small mammals, reptiles, birds and barnyard animals; Potential for exposure to dangerous and fractious animals; Exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals; Exposure to cleaning products; Exposure to various weather conditions when working outside. Exposure to clients showing a wide range of emotions including hostility.

Physical Activities Include: Must be able to lift and carry 50 pounds without assistance and heavier amounts with assistance. Potential for standing, walking and sitting eight (8) or more hours a day; listening and verbally speaking on the telephone and in person; scrubbing and mopping; sitting at a desk and performing repetitive data entry; driving on behalf of the Organization; bending, squatting, kneeling and cleaning; walking dogs on a leash; performing physical examinations on animals; animal restraint; handling syringes and needles.

This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Larimer Humane Society is an equal opportunity employer.

Larimer Humane Society conducts background checks, DMV checks and requires drug testing of all employment candidates. Benefits include medical, dental, vision, supplemental accident insurance, matching 403b and more.