



JOB DESCRIPTION

Job Title: Animal Welfare Team (AWT) Supervisor

Department: Operations

Reports to: Director of Operations

FLSA Status: Full-Time, Exempt

Approval Date: March 2022

Position Summary

This position is responsible for supervisory and hands-on work associated with animal and customer service. Oversees adoptions, intakes, client interactions, as well as ensuring shelter cleanliness, and humane animal care. This position reports to and works closely with the Director of Operations and ensures compliance with PACFA regulations and LHS standards of excellence.

Essential duties and responsibilities:

- Hires and supervises Animal Welfare Team Members. Provides coaching and oversees effective training to achieve LHS' mission, goals and highest quality of customer and animal care.
- Oversees kennel and desk operations and makes recommendations for goal setting to enhance the quality of animal care and programming.
- Oversees training new hires.
- Responsible for ensuring that all shelter areas are properly cleaned.
- Oversees and assists as necessary with vaccinating, feeding, grooming, exercising of all shelter animals and ensures that animals are always humanely and safely handled.
- Supervises team members who perform feline behavior evaluations and establishes handling protocols for felines.
- Maintains SOPs and records relative to the Animal Welfare Team responsibilities.
- Performs, trains and coordinates euthanasia with support of veterinary personnel.
- Responsible for humane handling and disposal of euthanized animals.
- Responsible for handling client complaints according to LHS policy coupled with compassionate customer service.
- Monitors city license, adoption, Paws 4 Life programs.
- Oversees and makes recommendations for enhanced processes.
- Works with Volunteer Coordinator to secure volunteer assistance.
- Works with Foster Coordinator to collaborate for foster needs.
- Works with Health Care Team to assure the health and well-being of the shelter animals.
- Manages opening and closing of shelter.
- Works collaboratively with the co-Animal Welfare Team Supervisors for completion of job responsibilities
- Keeps the Director of Operations aware of all developments that may affect the care of the animals or shelter operations.
- Will be required to be available after hours, on occasion.



Job Qualifications:

Education and Experience:

- High school diploma or general education degree (GED), plus at least 1 year of animal welfare experience.
- Previous supervisory experience.

Knowledge, Skills and Abilities:

- Demonstrated excellent verbal and written communication skills, including excellent interpersonal communication and phone speaking skills
- Proficiency with Microsoft Office, including proven intermediate to advanced knowledge of Microsoft Outlook, Excel, and Word.
- Ability to meet deadlines; ability to set and accomplish work in order of priority; professionally maintain composure and effectiveness under pressure and changing conditions.

Working Conditions:

- Office and animal shelter environment.
- Potential exposure to high noise levels and zoonotic diseases
- Lifting of up to 50 pounds.
- Use of computer and telephone.
- Use of cleaning chemicals and disinfectants.