



**Job Title: Animal Care Supervisor (Canine Focused)**

Completing families since 1897; we are committed to enriching the lives of people and pets through serving our community as it changes and grows. Through education, outreach, adoption, events and support services for families, we're expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

The Humane Society for Southwest Washington (HSSW) is in search of *\*The Ideal Team Player* to join our team as the Animal Care Supervisor on the Animal Care Team. This position requires an individual who has the heart of a coach and mentor, strives for excellence, and loves working with people as much as they love animals. Consider a change working toward a mission that will change you forever!

***People + Dogs + Cats***

**Animal Care Supervisor – Canine Focused**

The Animal Care Supervisor is a key leader that guides and develops a team of hardworking people who care for over 7,000 animals each year. They must supervise, inspire, and coach staff, workforce partners, and volunteers as they carry out their daily tasks; ensure that all animals are flowing through the system appropriately; identify bottlenecks; and work collaboratively with other departments to create and implement programs and protocols. This position is primarily Canine focused, with a population of up to 120 dogs in the shelter each day.

Reporting to the Animal Care Manager, the Animal Care Supervisor is a full-time, FLSA Non-exempt position in the Animal Care Department with pay starting at \$19.00 per hour. Pay increases are analyzed annually and are dependent upon experience, attitude, work ethic, commitment to teamwork, learning ability, skill level, core competencies and organizational budget.

**Benefits**

In addition to serving in an organization with a compassionate and strategic purpose; full time employees currently enjoy health, dental and vision insurance benefits that become effective the first of the month after hire; paid time off, including floating holidays; a 401(k) retirement plan match that includes a Roth option; an employee assistance program; a section 125 FSA cafeteria plan for out of pocket health and/or dependent day care expenses; numerous employee discounts with partner organizations; and access to affordable life, disability and accidental supplemental insurance.

## **The Ideal Applicant**

- Displays interest, enthusiasm, and an affinity for leading a team and working with both animals and the people who love them.
- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and, ideally, a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- Is committed to achieving excellence individually and as a part of the team.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognize and encourage others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

## **Primary Duties and Responsibilities**

- Supervise the flow of animals through the shelter and the work of Animal Care Leads and Animal Care Technicians, engaging workforce partners and volunteers with a focus on collaboration and teamwork
- Create daily work schedules, ensuring that each area has adequate coverage
- Coordinate with the Veterinary Clinic team to evaluate the health of shelter animals; make recommendations for adoption, transfer or euthanasia as appropriate
- Coordinate with the Population Management team to evaluate the behavior of shelter animals; make recommendations for adoption, transfer or euthanasia as appropriate
- Recognize symptoms and provide supportive care for animals suffering from common diseases
- Create and identify opportunities for improvement in SOPs
- Actively support staff, workforce partners and volunteers; promote the development of skills related to the advancement of their goals and our mission; recognizing their individual contribution to the success of our organization
- Be visible, and actively engage with volunteers through daily interaction, bi-monthly meetings, and routine communications
- Take a proactive performance management approach to staff development through daily staff huddles, one-on-ones, evaluations, rewards, coaching and last resort disciplinary actions.
- Ensure safe, sanitary, organized and productive work areas; consult with supervisor, HSSW's Safety Committee regarding staff/shelter/animal-related incidents or equipment failures
- Problem-solve as necessary to make decisions aligned with HSSW's vision, mission & values
- Perform euthanasia of selected animals with compassion
- Promote effective communication and cooperation between departments

- Always represent HSSW in a professional and courteous manner
- Promote & provide high quality service to customers, staff, workforce partners, and volunteers
- Follow all safety guidelines to ensure a safe work environment. Take immediate action to address any safety concern or non-compliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk.
- Open & close shelter as needed
- Correct and finalize staff payroll
- Perform weekly inventory of supplies and submit purchase orders
- Conduct interviews to fill open positions
- Work with management team and HR regarding personnel actions
- Perform other duties and special projects as assigned

### **Required Qualifications**

- Minimum 2 years supervisory and team building experience
- Knowledge and practical experience with the fundamentals of canine behavior; body language; and rewards-based training and behavior modification
- Certified to perform Euthanasia by Injection in Washington state, or the ability to become certified within 90 days of employment (HSSW provides this training)
- Ability to communicate effectively in written and oral form
- Understanding of basic office programs and other related software
- Familiarity with employee scheduling and time sheet approval
- Experience in employee coaching techniques and performance reviews
- Must possess a valid driver's license and insurable driving record in accordance with HSSW policy
- Excellent leadership and active listening skills
- Understanding and commitment to the organization's guidelines and standards for placement of dogs with behavior and medical issues
- Able to maintain confidentiality and exercise good judgement in sensitive situations
- Committed to maintaining the integrity of the HSSW's vision, mission and values

### **HSSW Culture**

**Vision:** A community where everyone loves and cares for animals.

**Mission:** Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

**Values:** Compassion. Collaboration. Excellence. Service. Integrity.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value, we recognize that everyone can lead by setting an example of excellence, attitude, service, teamwork & collaboration.

### **Working Conditions & Physical Requirements**

The Animal Care Supervisor must be able to speak confidently to people and groups of people; stand; walk; sit; talk and hear; stoop; bend; squat; kneel; stretch; grasp and grip; put fingers together firmly and reach above and below shoulder level and lift, push or pull 25-50-pound items for moving supplies/materials; repetitively use hands to operate computers; use computer keyboard, flex the neck upward and downward; twist the neck and the waist. Reasonable accommodations may be made for enable individuals with disabilities to perform essential functions. Work is performed in an animal shelter that operates 7 days per week, with exposure to environmental conditions that include working near animals, with potential exposure to fractious animals; high noise levels; zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship. This positions may require passing a Motor Vehicle Records screen. **HSSW participates in E-Verify.***

*\*The Ideal Team Player 2016 by Patrick Lencioni*

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If you feel that you meet the qualifications for this position, please submit an application, cover letter, and resume by email to: [jobs@southwesthumane.org](mailto:jobs@southwesthumane.org). Please include your first and last name in the subject line followed by: “Animal Care Supervisor”.

Current HSSW staff will only need to submit an Interdepartmental Application; however, they are encouraged to include a resume and cover letter.

Resumes may be mailed, or hand delivered as follows: Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192nd Avenue, Vancouver, WA 98684.

Applications can be found on our website: <https://southwesthumane.org/contact-us/careers/>