

Heidi's Village Job Description

Title:	Animal Care Team Manager
Department:	Animal Care
Direct Report:	Executive Director
Supervises:	Behavior Team Technicians
Class:	Exempt

PRIMARY FUNCTION

This position will work closely with the Behavior Manager to develop protocols. The Animal Care Manager will manage and train staff and volunteers on best practices for cleaning and disinfecting all animal areas in the facility, safely handling and restraining animals with the least amount of stress, providing enrichment to each animal and identifying and properly reporting animals that need behavioral intervention. This position will be responsible for ensuring all the animal care technicians are fully trained and adhering to the highest standards of animal care to remove the risk of disease transfer within the shelter. The Animal Care Team Manager will also work with their team to ensure that all areas of Heidi's Village are fully stocked throughout the day with proper PPE, food, cleaning supplies, etc. so that each area is never low or out of supplies

In this role you will:

- Develop protocol and procedures for safe handling, feeding, cleaning/sanitizing, monitoring, medicating and exercising animals on a daily basis
- Oversee animal care technicians to ensure they are performing each of these duties correctly and consistently on a daily basis
- Ensure the Animal Care Team is reporting all medical and/or behavior issues to the vet team and the behavior manager in the correct format and as soon as possible so that it can be addressed
- Train and monitor the animal care team to be sure they are maintaining complete and correct animal records as it relates to their daily care
- Provide training and oversee the animal care team to ensure all areas of the facility are fully stocked on a daily basis. This includes but is not limited to, Dog Buildings, Cat Buildings, Training Rooms, Grooming and Meow Motel
- Develop training materials and job aids for new employees to provide them with a check list and loose schedule of what a typical day is
- Provide leadership and guidance to the Animal Care Team to ensure they know what is expected of them and that they are meeting those expectations daily
- Ensure all animal care technicians are always adhering to all safety guidelines to provide a safe and healthy work environment for staff and animals
- Address all safety concerns immediately to reduce the risk to staff and animals within the facility
- Participate in the training and supervision of volunteers assigned to the Animal Care Team

The successful Candidate will:

- Possess prior experience cleaning, disinfecting and caring for animals in a shelter setting
- Have Knowledge of safe handling procedures for animals
- Be able to communicate effectively with a diverse staff and public
- Be dedicated to Excellent care of animals, keeping them safe and free of disease
- Have a flexible schedule to be able to work some weekends and evenings and be able to work different shifts to ensure face time with the entire staff
- Be able to lift animals and supplies weighing up to 50lbs
- Have basic computer skills to be able to enter and retrieve data from different systems
- Have the ability to work with both dog and cat residents