



Charlottesville-Albemarle SPCA JOB DESCRIPTION

Position: Animal Care Manager

Job Status: Exempt

Reports to: Director of Operations

Revision Date: 5/26/2022

Summary: The Animal Care Manager is responsible for the coordination of care for all shelter animals. In addition to ensuring safe and humane treatment for all shelter animals, this position is also responsible for reducing animal stress in the shelter and assisting in lowering length of stay for all animals in the care of the SPCA. This position will oversee a team of Animal Care Specialists, as well as provide supervision and support to animal care volunteers.

Essential Duties and Functions:

- Manages all aspects of the day-to-day animal care operations. Ensures that work is done in a timely fashion and in accordance with established procedures and state laws. Assists with daily activities (cleaning, feeding, walking, enrichment) when necessary. Ensures all protocols related to proper care, cleanliness and humane treatment are followed at all times.
- Determines staffing requirements; hires and trains Animal Care Specialists. Conducts all employee evaluations, staff development, and corrective action of employees as necessary.
- Plans and implements staff trainings and continuously strives to improve staff efficiency and knowledge.
- Leads the Animal Care Specialists in providing adoption support to customers and Adoption Specialists.
- Coordinates the placement and movement of all animals efficiently and strategically throughout the facility, to aid in the reduction of animal stress and lower length of stay.
- Updates and maintains accurate animal records in the SPCA database, and ensures all data entry into the shelter database is prompt, objective, and clear.
- Identifies behavior patterns and develops enrichment, behavior, and training plans for animals in care. Instruct and oversee staff and volunteers carrying out the plans.
- Ensure all dogs experience time out of the kennel three times a day (walk, playgroups, field trips, etc.) Fill in any gaps if there are volunteer shortages.
- Ensure playgroups are performed twice daily, seven days a week with 80% of the population.
- In tandem with clinic staff, conducts weekly rounds to assess well-being of all animals in care.
- Participates as a supportive member of the SPCA management team to identify health and safety concerns, temperament issues, safe and humane handling and adoptability of shelter animals.
- Performs inspections to ensure safety/cleanliness of the work environment is maintained at all times and that all VDACS animal facility regulations are followed.
- Orders pet food, pet supplies and cleaning supplies for the shelter on a weekly basis and keeps track of inventory.
- Conduct weekly rounds with the Clinic Manager to assess the well-being of all animals in care.
- Serve as the point person for all volunteer concerns related to shelter animals.
- Liaises with other departments respectfully and effectively in order to improve animal care operations

and knowledge.

- Works cooperatively with all customers, employees, volunteers and vendors.
- Fosters a positive team environment by working effectively with all members of the organization to accomplish department and organizational goals and objectives.
- Ensures the availability of necessary resources and tools for quality animal care, and maintains both an organized and strategically arranged work space.
- Ensures a safe work environment; follows all safety guidelines and models safe work practices.
- Remains positive and mission focused while under stress.
- Performs other duties as assigned.

Physical Requirements and Work Environment:

- Must be able to lift and transport materials weighing up to 60 pounds.
- Must be able and willing to handle animals effectively and humanely.
- Must have a high level of manual dexterity.
- Must be able to repeatedly bend and squat.
- Must be able to stand for significant periods of time.
- Will have exposure to disinfectant solutions.
- Subject to animal bites and scratches while handling animals.
- Must be available to work weekends and holidays on a regular basis.
- Must be in good physical and mental health with no allergic condition, which might be aggravated by exposure to animals.

Qualifications:

- High school graduate or GED equivalent; two years of college preferred.
- Advanced degree in animal behavior or welfare, or three years' experience in a related field required
- Animal care experience required
- Management experience preferred
- Excellent communications, public relations, supervisory and written skills
- Shows maturity, good judgement and performs duties in a professional manner.
- Experienced in working with governmental agencies, community groups, volunteers and animal welfare organizations
- Demonstrated capability to be a self-starter, facilitator, organizer and innovator.
- Ability to plan and implement projects with little supervision and must be able to work independently.
- Ability to operate a personal computer, word processing software, copy machine, facsimile, and answer telephones in the prescribed manner.
- Excellent communications, public relations, supervisory and written skills
- Shows maturity, good judgement, and performs duties in a professional manner.
- Ability to work independently, and plan and implement projects with little supervision.
- Confidence with MS Office, and ability to quickly adapt to new software and systems.
- Valid Virginia Driver's License in good standing.