

Elmbrook Humane Society, Inc.



Job Description

Title: Animal Care Lead

Reports to: Director of Animal Operations

Exempt Status: Non-exempt

Purpose of the Job

To serve as the team leader for the animal care team and as the liaison between animal caregivers and the Director of Animal Operations. To serve as a team member who provides high quality care for the animals under the protection of Elmbrook Humane Society (EBHS). To assist in providing education to the community through adoption counseling and participating in community events. To maintain a commitment to the philosophies and policies of EBHS in the performance of his/her duties and respect the dignity and basic rights of each animal. To support the mission and vision of EBHS.

Job Responsibilities

- Provide guidance and directive to animal care staff in the absence of the Director of Animal Operations.
- Assist with establishing and maintaining policy and procedure for animal care housing, husbandry, exercise, socialization, and medication administration according to industry standards for animals under the care of EBHS.
- Maintain Humane Officer certification and serve as a humane officer for EBHS contracted municipalities.
- Managing facility monthly cleaning schedules.
- Assist Community Resources team with maintaining the trap rental log.
- Assist with domestic and wildlife euthanasia.
- Assist with maintaining cremation services.
- Provide new hire training to all animal care staff.
- Lead animal care staff recognition and engagement.
- Assist with providing support to the Volunteer Coordinator in the supervision of animal care volunteers.
- Provide proper care including housing, husbandry, exercise, and socialization according to EBHS policies and industry standards for EBHS animals.
- Follow enrichment guidelines to ensure that animals receive appropriate daily enrichment.
- Assist with maintaining accurate paper and electronic records.
- Maintain and follow all departmental procedures, protocols, and safety guidelines.
- Notify medical team of animal medical needs/concerns.
- Notify behavior team of animal behavioral needs/concerns.
- Notify the Director of Animal Operations of any animal needs/concerns.
- Utilize force free, fear free, and science-based training methods when handling animals and educate coworkers, volunteers, and the public about these methods.
- Provide quality customer service.
- Properly label, mix, and dilute chemicals.
- Maintain the cleanliness, organization, and upkeep of the shelter.
- Assist with the proper disposal of hazardous waste.
- Unpack, label, and stock supplies and donations.
- Represent the organization in a professional and courteous manner.
- Attend and participate in meetings, training programs, and continuing education.
- Provide great adoption and foster counseling and education to ensure appropriate matches are being made between EBHS animals and prospective adopters/foster homes.

- Follow safe handling procedures as they pertain to animals and cleaning agents. Know the location of Safety Data Sheets (SDS) and fire extinguishers.
- Participate in field services calls and rotational after-hours pager duty including capture, pick-up, and transport of domestic and wild animals.
- Assist with providing training and supervision to volunteers as needed by the Volunteer Coordinator.
- Support an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- All other duties as assigned.

Qualifications

- Appropriate certifications or equivalent work experience
- Management experience preferred.
- Euthanasia Certification or ability to obtain certification.
- Valid Driver's License.
- Commitment to EBHS Core Values:
 - Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.
 - Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.
 - Collaborative. Working together to accomplish more.
 - Integrity. Doing what is right even when no one is watching and setting the best example when they are.
 - Respect. Recognizing the differences of and being kind to all animals and people.
- Professional public image.
- Able to work with limited supervision.
- Computer literate and ability to operate office equipment.
- Excellent oral, written and organizational skills with attention to detail.
- Able to work a set schedule, which will include evenings and weekends.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- Passion for issues relating to animal welfare.

Work Environment

- Physical demands include:
 - lifting and moving animals and cages.
 - frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals, and operation of motor vehicle.
- Working conditions include:
 - possible exposure to dangerous, diseased, frightened, and injured animals.
 - possible exposure to potentially harmful chemicals and drugs.
 - working with strong cleaning agents on wet surfaces.
 - indoor and outdoor work in all weather conditions.
- Emotional demands include:
 - euthanasia.
 - animal abuse and neglect

Elmbrook Humane Society is an Equal Opportunity Employer.