

Elmbrook Humane Society, Inc.



Job Description

Title: Dog Care Manager

Reports to: Animal Operations Director

Exempt Status: Non-Exempt

Purpose of the Job

To serve as the manager for the dog team who are responsible for dog handling and behavior education provided to Elmbrook Humane Society (EBHS) staff, volunteers, and the community. To provide high quality care for the dogs under the protection of EBHS. 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, vision, and core values of EBHS.

Job Responsibilities

- Manage the dog care team staff, dogs owned by EBHS, and all logs in the dog department.
- Oversee established behavior plans.
- Provide training (initial and ongoing as needed) to animal care staff and volunteers.
- Observe volunteers to ensure guidelines in place are followed.
- Foster 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.
- Schedule and plan transport for dogs to go to outings and overnights.
- Assist medical team by utilizing appropriate and fear free restraint for medical procedures.
- Ensure dog behavior notes are maintained in the shelter software.
- 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 and maintain dog enrichment log.
- Assist with maintaining accurate paper and electronic records.
- Assisting the marketing department in promoting harder to place/long term stay dogs.
- Be an active participant on the dog euthanasia committee.
- Maintain and follow all departmental procedures, protocols, and safety guidelines.
- Stay updated and abreast of current knowledge and best practices regarding dog behavior, enrichment, and training.
- Create adoption kennel cards and adoption bios for each dog. Ensure bios and kennel cards are updated as needed.
- Embrace and 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.
- Represent the organization in a professional and courteous manner.
- Attend and participate in meetings, training programs, and continuing education relevant to the position.
- Provide quality adoption and foster counseling and education to ensure appropriate matches are being made between EBHS animals and prospective adopters/foster homes.
- All other duties as assigned.

Qualifications

- Appropriate certification, working toward certification, or equivalent work experience.
- Demonstrated knowledge of dog handling and body language.

- Fear-free dog training experience preferred.
- Leadership experience. 18 years of age or older
- Valid Driver's License
- Prior experience in customer service, animal care, or shelter operations is preferred.
- Strong communication, problem-solving, and interpersonal skills.
- Comfortable working with animals of various species, sizes, and temperaments.
- Able to work set schedule, which will include weekends.
- Computer literate and ability to operate office equipment.
- Passion for animal welfare and the mission of the organization.
- Capable of working in the below described environment.

Work Environment

The work is performed in a dynamic animal shelter environment that can be fast paced, emotionally demanding, and physically active. Employees may be exposed to a variety of wild and domestic animals, including those that are dangerous, diseased, frightened, and injured. Noise levels can be high, and there may be exposure to allergens, cleaning agents, strong odors, and potentially harmful chemicals and drugs. Physical activity is frequent and includes but is not limited to standing, walking, bending, operation of a motor vehicle, lifting up to 50 pounds, and handling animals of varying sizes and temperaments both indoors and outdoors in all weather conditions. The role involves frequent interaction with the public and requires the ability to remain calm and compassionate in emotionally charged situations.

Elmbrook Humane Society is an Equal Opportunity Employer.