



JOB ANNOUNCEMENT

ANIMAL CARE MANAGER

The Rockingham-Harrisonburg SPCA is seeking to fill the position of Animal Care Manager. Animal Care Team is instrumental in carrying out the lifesaving work of the organization. This individual will oversee a team of ten staff (and volunteers) responsible for the daily husbandry needs, physical and mental exercise, health monitoring, matchmaking, and adoption counseling for the animals in our care. The Animal Care Manager is responsible for personnel, process, and animal population management in accordance with state laws and industry best practices.

The right person will lead the animal care staff and volunteers to optimize the flow of animals through our facility, increase the animal's adoptability and elevate the level of animal and people service we provide. The ideal candidate will have at least two years of experience managing personnel and processes in an animal shelter and show initiative and aptitude to utilize a team of staff and volunteers to further the lifesaving mission of the RHSPCA.

The Rockingham Harrisonburg SPCA is the Shenandoah Valley's largest animal shelter serving the residents and the animals of the City of Harrisonburg and County of Rockingham with annual intake of nearly 3,000 animals. We average 70 canines and 150 felines in our care at the shelter during the busier months. Average of 450 animals including those in foster care.

Please go to our website <https://www.rhspca.org/careers.html> to view the job description.



JOB DESCRIPTION

JOB TITLE:	Animal Care Manager
DEPARTMENT:	Shelter Operations
ACCOUNTABILITY:	Director of Operations
FUNCTION:	Under the direct responsibility of the Director of Operations, the Animal Care Manager is responsible for managing the animal population in a manner that supports core values of the RHSPCA and optimizes the chances for a positive outcome for the animals. This position oversees the animal care technician positions and associated volunteers.

DUTIES AND RESPONSIBILITIES

General:

- Perform duties in a manner which encourages attainment of RHSPCA goals.
- Work courteously and cooperatively with the staff, volunteers, fosters, adopters, rescue partners, and donors to ensure that all R-H SPCA policies and procedures are followed, and new ones implemented successfully.
- Ensure quality care and humane treatment for the animals in the care of the RHSPCA.
- Assist in implementing operation compliance with current federal, state, county and local laws, regulations and guidelines that affect operations.
- Responsible for accurate record keeping, maintaining data integrity of animal records and statistical reporting for all program(s) related activities.

Animal Population Management:

1. Oversees daily cleaning and husbandry for all animals in care; working alongside staff as needed.
2. Is responsible for monitoring the behavioral and physical health of animals in the care of the RHSPCA (excludes foster homes).
3. Identifies medical and behavioral needs and takes appropriate actions towards resolution.
4. Works closely with Animal Health and Foster managers to manage animal population in a manner that reduces length of stay and maximizes likelihood of a positive outcome.
5. Facilitates the movement of animals throughout the building.
6. Provides oversight for adoption counseling by staff/volunteers and adoption approvals.
7. Makes timely and sound recommendations on disposition of animals.



8. Assists in coordinating transport to and from veterinary clinics animals needing various procedures.
9. Performs behavior assessments as needed.

Staff Management:

1. Ensures staff are well trained in policy and standards of care and monitors and ensures compliance in daily practice.
2. Sets clear expectations for performance, including measurable goals and deliverables.
3. Directs performance of animal care technicians through regular meetings, goal setting, appraisal, and accountability.
4. Participates in hiring and performance management activities.
5. Oversees staff time off and scheduling, including biweekly review of timesheets, receiving and responding to time off requests, creating schedules and daily assignments to ensure adequate coverage etc.
6. Ensures a comprehensive staff training program that focuses on best practice skillsets and continued development for all direct reports. Training should include stress free / safe handling, understanding of behavior and medical concerns, improving the animal's adoptability, matchmaking with adopters and volunteer engagement / utilization.
7. Revise and create SOPs as needed to ensure up to date training and reference resources for staff.

Volunteer Management:

1. Coordinates with the Volunteer Manager and provides daily oversight to volunteers assisting with animal care to ensure all animals receive meaningful human interaction that provides for the animals enrichment and exercise needs. As well the animals husbandry needs.
2. Coaches animal care technicians on volunteer engagement and utilization to maximize impact and retention of volunteers.

Facilities and Inventory:

1. Ensures all relevant equipment is available and in good working order, reports concern to supervisor promptly.
2. Manages inventory of equipment and supplies and is responsible for placing order requests timely for animal care supplies, animal food and other associated items as needed.

Budget and Strategic Planning

1. Plays an active role in budget planning and monitoring expenditures including payroll and department expenses.
2. Participates in strategic planning and plays and contributes towards big picture organizational goals.

TRAINING AND EXPERIENCE

RHSPCA is seeking a progressive, quick thinking, dynamic individual who brings animal handling and people skills along with passion, commitment and enthusiasm for our mission and accountability for their work. We are seeking someone who can lead and work well with a team. Independent thinking and resourcefulness to overcome roadblocks are a must.



The ideal candidate will have 2 years of animal care management experience. Excellent time management and oral and written communication skills along with the ability to develop and build teams to support common goals is required.

PHYSICAL REQUIREMENTS:

Ability to lift 35 lbs., stand for long periods of time, move quickly, work with and around animals (including diseased, injured and/or potentially aggressive animals), loud noises, chlorine or other chemicals, inclement weather along with evening, weekend and holiday work times.

COMPENSATION

This is salaried position offering a competitive rate based on experience. After a period of employment, the Animal Care Manager is eligible for health benefits and PTO.

NATURE OF EMPLOYMENT

The Animal Care Manager is an exempt position, which generally requires a minimum of 40 hours per week and may include evening and weekend work.

There is no minimum period of employment guaranteed or implied by acceptance of an offer of employment. It is the policy of the R-H SPCA that employment for this position is at will, which means that employment for no specified term and the employee or agency may terminate that employment at any time without cause. This job description serves as a guide.

Employee Signature: _____

Printed Name: _____

Date: _____