



845 West Ridge Road, Gainesville, GA, 770-532-6617, www.HSNEGA.org

POSITION: Animal Care and Enrichment Coordinator

REPORTS TO: Shelter Manager

GRADE LEVEL: Experienced

HOURS: 40+ hours per week; this position may have varying working hours including the ability to work nights, weekends and holidays as needed

CLASS: Full-time, hourly; salary commensurate with experience

SCOPE OF POSITION

The Animal Care and Enrichment (ACE) Coordinator serves as a team leader who is responsible for the humane care, wellness and record keeping of the animals under the care of the Humane Society of Northeast Georgia (HSNEGA). This position works closely with the Shelter Manager and Director of Shelter Operations to achieve organization objectives while providing supervision and direction to the Animal Care team, community service workers, and assigned volunteers. Essential duties include but are not limited to:

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees and assists with daily animal care including ensuring cleaning/ sanitation of kennels/equipment is completed on an on-going basis and in a humane, effective, efficient and safe way and in compliance with
- Makes routine inspections to ensure kennel areas are safe and sanitary in accordance with HSNEGA protocols, and monitors safety compliance of staff and volunteers to prevent injuries to animals or humans. Report any operational concerns and emerging issues to the Shelter Manager and follow-through to ensure issues are resolved.
- Oversees equipment, food, litter and supplies for the department. Coordinates ordering with Shelter Manager for any needed equipment, food, litter or supplies with appropriate approvals.
- Strives to remain current on best practices in animal health and sheltering/kennel operations to ensure HSNEGA is in compliance, and works with the Shelter Manager and Director of Shelter Operations to ensure all procedures and protocols are regularly updated.
- Works with the Shelter Manager to manage disease control and animal health programs; assist, as needed, in reporting any disease issues to appropriate agencies.
- Recommends and implements changes to ensure the optimal operation of the kennel areas.
- Assists with cleaning and sanitizing of kennels daily
- Works closely and communicates effectively with staff to ensure all operational duties and objectives are handled appropriately and seamlessly on days off.
- Supervises direct reports following protocols and procedures as outlined in the current employee manual and standard operating procedures manual.
- Ensures all Animal Care team members are properly trained in all aspects of kennel responsibilities including, but not limited to, safe handling techniques and cleaning.

- Makes regular inspections to ensure work of Animal Care staff is accomplished according to standard operating procedures. If work is not accomplished, is responsible for providing direction and coaching to the responsible staff member to ensure proper completion of the work in question.
- Provides timely evaluations and conducts disciplinary action as needed for direct reports in accordance with the current employee manual.
- Prepares staff schedules to ensure kennel operations are covered and in accordance with budgetary guidelines.
- First contact for direct reports who are sick, absent, or tardy and adjust schedule accordingly as needed. Maintains a record of any absence/lateness and reasons. Contacts staff and volunteers to assist/fill-in as needed.
- Participates in meetings with staff to review procedures, discuss workplace issues and share ideas.
- Assists with interviewing for open positions. Make recommendations for hiring and separations.
- Provides or coordinates staff training as needed to promote staff growth and safety.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in specific job description.

Other Duties

- Assist with adoption counseling as needed/requested.
- Assist with taking photos for marketing purposes.
- Comply with all HSNEGA policies, procedures, and protocols in regards to proper animal care.
- Advise appropriate staff about animal medical or behavioral concerns.
- Advise appropriate staff about customer service and/or personnel issues in a discreet and professional manner.
- Field general inquiries from staff, volunteers, and the public in a calm, courteous, and respectful manner.
- Assists with general cleaning as needed.

Physical Requirements and Work Environment

- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals and be able to tolerate noxious odors and high noise levels.
- Must be able to work standing for 6 or more hours and be able to bend/kneel repeatedly and have a reasonable degree of agility to move through tight areas in various situations.
- By nature of the industry, consistently exposed to animals/animal allergens under conditions with limited alternatives available. There also may be occasional exposure to sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must be able to deal with an often fast-paced and changing workload which at times can be stressful.

Knowledge, Skills and Abilities

- Minimum of one (1) year of prior animal shelter experience. Supervisory experience preferred.
- Associate's degree preferred, but professional experience and certifications may be substituted for education.
- Intermediate to advanced knowledge of breeds, diseases, medical conditions, and animal handling/behavior.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrated experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Demonstrated ability to work with different software programs including MS Office and Pet Point.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures, and to handle emergencies, think critically and act accordingly.
- Sound judgment and ability to exercise complete discretion when dealing with confidential information.
- Ability to work independently and confidently using discretion and good judgment.
- Possess the ability to work collaboratively and build trustworthy relationships.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship