



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

POSITION: **Animal Care Coordinator**
REPORTS TO: Animal Services Director (ASD)
GRADE LEVEL: Experienced
HOURS: 40 hours+, however, this position may have varying working hours including the ability to work nights and weekends as needed
CLASS: Full-time, hourly (\$12-15/hr); salary commensurate with experience

SCOPE OF POSITION

The Animal Care Coordinator assists with overseeing the day-to-day services of the Humane Society of Northeast Georgia's (HSNEGA) Adoption Center and works closely with the ASD to coordinate needed medical care for adoptable animals at HSNEGA while providing supervision to the Animal Care team, community services workers, and assigned volunteers. The position is responsible for working with the veterinarian(s) and other clinical team members to provide quality care in accordance with the HSNEGA's standards for patient care and client service. Essential duties include:

Animal Care/Intakes

- Oversees 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.
- Ensures animals are being cared for, treated and medicated properly, immunized upon arrival (if necessary), and be constantly aware of the animals' conditions. Address staff and volunteer concerns regarding specific animals.
- Works with ASD and other clinical staff to provide appropriate medical care to sick shelter animals. Assists with coordinating visits to outside veterinarian if needed and ensure treatment plan for sick animals is followed as specified.
- Works with Volunteer Coordinator to place animals in foster care as needed. Assists with the management of animals in foster homes including providing clinical instruction and securing needed supplies for foster. Ensures foster care records are maintained and updated.
- Assists with coordinating and performing animal intakes/surrenders in compliance with HSNEGA protocols. Ensures intakes are being coordinated in an organized, consistent, fair manner and in accord with HSNEGA policies.
- Oversees administration of and personally administer medications, vaccinations, and microchips on adoptable and public animals.
- Assists ASD and Adoption Coordinator with maintaining accurate medical records for all adoptable animals.
- Serves as a liaison to regional animal welfare/control agencies and communicate regarding intake needs, coordinate scheduling of potential transfers, and communicate intake schedule to appropriate staff.
- Assists with humane euthanasia, as needed.

Kennel Operations

- Makes routine inspections to ensure kennel areas are clean, safe and sanitary in accordance with SOPs and monitors safety compliance of staff and volunteers to prevent injuries to animals or humans. Report any operational concerns and emerging issues to Animal Care Manager and follows-through to ensure issues are resolved.
- Oversees Animal Care Specialists to ensure their duties are performed accurately and in compliance with HSNEGA protocols.
- Recommends and implements changes to ensure the optimal operation of the kennel areas.
- Assists with cleaning as needed.

Human Resources

- Works closely and communicates effectively with ASD to ensure all operational duties and objectives are handled appropriately and seamlessly on days off.
- Ensure all Animal Care team members are properly trained in all aspects of kennel responsibilities including, but not limited to, safe handling techniques and cleaning.
- When on-duty, provides direction and coaching to Animal Care Specialists as needed to ensure proper completion of daily duties.
- Notifies ASD of any violations by Animal Care Specialists of the current employee manual and HSNEGA protocols. Notification should be in writing within 48 hours of issue.
- When on-duty, act as first contact for direct reports who are sick, absent, or tardy and adjusts schedule accordingly as needed. Keep a record of any absence/lateness and reasons. Contact staff and volunteers to assist/fill -in as needed.
- Participates in meetings with staff to review procedures, discusses workplace issues and shares ideas.
- Maintains records and correspondence regarding community service programs.

Other Duties

- Closely follows HSNEGA animal care protocols and seeks advice of ASD (followed by Clinical Services Manager) if unsure about direction.
- Remains current on state/federal/best practices, rules and regulations governing animal welfare facilities.
- Monitors issues associated with the effective operation of HSNEGA; always advise administration of situations/happenings either complimentary or detrimental to HSNEGA or the animals.
- Ensures clients receive courteous, professional service.
- Flexible with scheduling and is available when away from the facility as needed to meet the needs of the organization.
- Willingly and cooperatively performs other duties as assigned by proper authority.

Physical Requirements and Work Environment

- Regularly sits at a computer station and operates electronic equipment.
- Must be able to successfully handle routine and difficult public contacts and have excellent conflict resolution skills.
- Must be able to deal with an often fast paced and changing workload which at times can be stressful.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals.
- Must be able to lift and/or move up to 50 pounds with assistance.
- Must be able to work standing for 8 or more hours, and be able to bend/kneel repeatedly and have reasonable degree of agility to move through tightly cramped 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 dead, sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.

Knowledge, Skills and Abilities

- Minimum of two (2) years of prior animal shelter and/or veterinary medicine experience.
- 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 and 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 superior discretion and judgment.
- Possess the ability to work collaboratively and build trustworthy relationships.
- Strong project management skills and ability to handle large amounts of e-mail and telephone correspondence.

Certificates, Licenses, Registrations

- Must possess a valid and unrestricted driver's license.