

JOB/POSITION TITLE: **Assistant Animal Care Manager**

STATUS: **Non-Exempt**

PRIMARY PURPOSE: In partnership with the Animal Care Manager, the Assistant Animal Care Manager is dedicated to leading the team towards high-level animal care. Supports the Animal Care team with leadership in ensuring humane and compassionate handling, housing, enrichment, and treatment of sheltered animals.

Reports To: Animal Care Manager

Supervises: Animal Care Staff and Volunteers

ESSENTIAL DUTIES/FUNCTIONS:

- **People Care.** Leading by example, ensuring internal and external patrons (employees, volunteers, Hawaiian Humane partners, and community members) and their needs are a primary focus. Communication and contact must be clear, understandable, cooperative, professional, and respectful in all circumstances and will occur face to face, telephone, and electronic mail. Employees are expected to actively support a positive team environment, directly address conflict with the goal of problem solving and appropriately express concerns. This position interacts with and collaborates with employees and volunteers at all levels of the organization.
- **Daily Intradepartmental Responsibilities and Staff Management.** Participates in daily direct care of animals including daily feeding and cleaning responsibilities during scheduled shifts. Assists the Animal Care Manager in the day-to-day department staff supervision including hiring, training, scheduling, and development to ensure highest standard of performance and professionalism in animal care, customer service, cleanliness, and animal handling. Works with the Animal Care Manager to ensure compliance with policies and protocols for all department operations.
- **Team Leadership.** Assists in overseeing daily team member activities including hiring, training, coaching, development, and retention to assure the highest standard of performance and professionalism. Responsible for maintaining regular cadence of employee conversations through huddles and team meetings. Assists in managing and developing an effective team, providing effective communication, leadership, guidance, and resources, providing clear direction and priorities. Motivate and mobilize team members to act, removing obstacles, and coordinating work efforts when necessary. Ensure that roles and responsibilities are understood and carried out. Foster achievement of a common vision within and across teams.
- **Animal Movement and Care.** Responsible for assisting in leading daily animal care oversight, ensuring humane and compassionate handling, housing, and enrichment. Ensures accurate animal inventory and resolution of discrepancies. Works with associated department managers, leads and supervisors to make daily decisions about animal flow planning. Works with Veterinary Services Department to identify and report animals in need of medical care and ensure

care is provided promptly. Works with Behavior Department to ensure accurate and appropriate memos are created to report behaviors.

- **Safety & Compliance.** Treats all animals humanely, properly and with compassion according to established procedures and animal welfare best practices. Promotes a humane and caring attitude toward all animals. Adheres to all safety, training, handling, and transportation protocols to ensure that the shelter environment is safe for animals, the public, volunteers, and other employees. Wear required personal protective clothing, identification and safety garments/equipment as defined by organization policies and procedures.
- **Organizational Improvement and Professional Development.** Works with the Animal Care Manager to develop, implement and monitor Hawaiian Humane procedures and processes to meet and exceed the standards of humane animal care. Recommends improvements or updates to current procedures and processes to ensure industry best practices are being implemented and adhered to by department staff and volunteers. Continues to educate oneself concerning animal care, animal welfare, staff, and volunteer supervision.
- **Records and Inventory Management.** Ensures accurate, complete, and timely record keeping and maintains quality control of inventory, equipment, and supplies. Maintains functionality and cleanliness of animal housing areas. Reports on any needed improvements to the Animal Care Manager in a timely manner.
- **Organizational Support.** Participate in meetings, sharing and implementing programs, processes, and organizational improvements. Participate in inter-departmental meetings and discussions to support and develop initiatives. Collaborates with colleagues to balance competing priorities, create organizational alignment, support strategic planning, execute upon organizational initiatives, and ensure alignment with core values, vision, and mission.

OTHER DUTIES/FUNCTIONS:

- **Operations Support.** Works with other departments within the organization to problem solve and manage challenges effectively and with people care at the forefront.
- **Other Duties as Assigned.** Performs other duties as assigned to ensure a positive public image and to enhance the operation of the organization and improve the quality of life for animals. May include organization-wide support as needed such as but not limited to participation in events, serving as spokesperson, fundraising, covering other operational departments, and Hawaiian Humane Society's role as a first responder to disasters.

JOB CONDITIONS:

- Work Environment: Indoors and outdoors as needed.
- Animal Handling: Required to handle all sizes and species available for adoption.
- Equipment Use: Computer, cash register, database and telephone systems. Use of all sheltering-related animal equipment including tools for containing animals humanely, safely, and securely.

- Hours: Based on operational requirements. Must be available full-time and available to work over 40 hours, as needed, any 7 days of the week, weekends and holidays.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must have passion and concern for both animals and people.
- Must have strong mediation skills and exercise compassion, patience and tact when dealing with difficult or emotional situations. Requires working with people and animals in a pleasant, courteous and professional manner.
- Must have excellent people management skills, have a good rapport with members of the internal and external community.
- Requires the ability to supervise, delegate, train and evaluate staff and volunteers.
- Must be able to communicate effectively, both verbally and written, when giving presentations, training and supervision.
- Requires interpreting and integrating written materials from other staff and department reports, animal welfare industry resources, and other regulatory agencies to recommend, develop and implement changes for Hawaiian Humane programs, procedures and processes.
- Ability to work independently and prioritize multiple tasks.
- Must be detail-oriented with excellent organizational and analytical skills.
- Must communicate clearly while talking to individual people either in person, on the telephone or over the intercom system.
- Must be able to lift up to 50 pounds with or without reasonable accommodation.
- Must have no limitations to prevent handling or working with animals.
- Requires crawling, bending, lifting, running, etc. in cleaning and handling of animals.
- Ability to compassionately work in an environment where humane euthanasia is practiced.

QUALIFICATION REQUIREMENTS:

- Skills/Knowledge: General handling and knowledge of variety of animal species, behaviors, general physical needs, common diseases, and medical conditions. Computer literacy and knowledge of programs such as Microsoft Office. Ability to use database style computer programs. Customer service skills including telephone operation and etiquette. Clear and legible writing skills. Ability to work under pressure and without direct supervision. Supervisory and management skills. Ability to collaborate and work well with other team members. Must agree with and be committed to Hawaiian Humane Society goals, objectives and programs.
- Education/Training: High school diploma or equivalent required. Bachelor's Degree or equivalent experience preferred.
- Experience: Minimum of two years' experience working with and handling animals. A minimum of one year of supervisory/leadership experience is preferred.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.