JOB DESCRIPTION

**Assistant Manager of Animal Care**

*Implemented 1/14, revised 10/2020 FLSA Status: Non-Exempt*

**SUMMARY:** The Assist Manager of Animal Care provides oversight and direction for animal care, including maintaining a clean and healthy environment for the animals and the public. The role includes direct supervision of the Animal Care Supervisor, Animal Care Leads and indirect supervision of Animal Care Attendants. This job description intends to provide a representative and level of the type of duties and responsibilities required of this position.

**PRINCIPAL DUTIES**

* Directly oversees all duties of Animal Care program, including preparing work schedules and assignments; supervising the activities of assigned personnel; completing daily checks of Animal Care staff assignments; monitoring the adherence to policy, procedure, and guidelines; and provide training at all levels of Animal Care department.
* Monitor the behavioral and medical health of our shelter animals. Rapidly identifying any issues and immediately reporting them to the behavior and/or medical departments.
* Assist with hiring decisions/ recommendations
* Approve vacation time and other personal time-off requests.
* Recommends and assists in the presentation of disciplinary action with the Manager of Animal Care and Transport Program approval.
* Assist with animal movement.
* Ensures facilities, equipment, and grounds are maintained in operable condition and that the shelter environment is healthy, safe, and pleasant for our staff, animals and the public.
* Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance.
* Maintains a friendly demeanor and provides clear, appropriate communication to both clients and co-workers.
* Assist with the development and implementation of a training program for Animal Care staff.
* Identify costs control opportunities and make suggestion for savings.
* Oversee the order of departmental supplies including but not limited to food, cleaning supplies, animal handling equipment, etc.

**EDUCATIONAL REQUIREMENTS**

High school diploma or equivalent plus three years of animal handling. Three years of supervisory experience preferred. Must have and maintain a valid driver’s license and be comfortable driving a variety of vehicles.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Strong interpersonal skills: outgoing, patient, professional, and able to get along well with a variety of people.
* Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers, and community in a professional, pleasant, and respectful manner at all times.
* Strong problem solving skills – focusing on quickly finding solutions to problems and challenges.
* Strong organizational and computer skills.
* Able to remain pleasant and calm in stressful situations.
* Able to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
* Flexibility and the ability to manage and effectively prioritize multiple tasks.
* Knowledge of animal behavior and common medical conditions (or a willingness to rapidly gain this knowledge.)
* Comfort and ability in working with animals of unknown disposition including those who may exhibit medical including zoonotic illnesses, behavioral and/or other problems, as well as aggressive tendencies.
* Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary.
* Must have a sincere interest in the work, programs and mission of the Pennsylvania SPCA

**IMMEDIATE SUPERVISOR:** Manager of Animal Care and Transport Program

**HOURS** FLSA STATUS: Non-EXEMPT POSITION Minimum of 8 hours per day, 40 hours per week. Daily morning and afternoon hours and days of the week may vary according to the needs of the department schedule. Position may include weekends, nights and holidays.

**INTRODUCTORY ASSESSMENT PERIOD** The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.