



Idaho Humane Society Job Description

Adoptions Supervisor

The Idaho Humane Society is a community-supported open-door facility that provides shelter, medical care, adoption services, humane law enforcement services and much more to over 20,000 animals annually. Since its incorporation in 1945, the Idaho Humane Society has become one of the most recognized and beloved nonprofit organizations in the community.

Department: Shelter

Classification: Regular, full-time, non-exempt

Job Relationships: Supervised by Adoptions Manager

Supervises:
Animal Care Attendants

Salary: Starting at \$14/hour, DOE

Benefits: Paid time off accrual, eight paid holidays, retirement plan, health insurance, dental insurance and supplemental insurance. All employees receive discounts on veterinary care and retail store pet supplies, as well as veterinary care credit and discounted adoptions.

Position Summary:

The Adoptions Supervisor is responsible for assisting the Adoptions Manager in daily management and supervision of animal care attendants at the Bird Street Adoption Center. They will be assisting in scheduling employees, employee training, and executing plans given to animals by the Behavior department. Ensures safe and humane care and treatment of animals is provided at all times. Also, ensures the upkeep and cleanliness of the kennel and adoption areas are held to the IHS standards, while providing a quality customer service experience for external and internal customers.

Duties and Responsibilities

- Supervises, directs, evaluates and provides oversight to Animal Care Attendants. Ensures that work is done in a timely fashion and in accordance with established procedures and state laws. Assists with daily activities.
- Provides staff training and material for new hires and cross training.
- Assists in scheduling for assigned staff to ensure adequate coverage.

- Meets with staff to share ideas to improve animal care, the customer service experience and the organization in general.
- Assists with evaluation and recommendations for discipline, including terminations.
- Responsible for shelter customer relations, to include answering questions about adoption fees, requests to speak to a manager, resolving customer complaints, and responding to emails/phone messages.
- Performs shelter rounds to check the health and assess the movement of animals; fills appropriate meds; submits vet check requests for any animal needing to be seen by a medical professional.
- Works with transport team to ensure that transfers are happening in a timely manner and assuring that the adoption floor is as full as possible at all times.
- Assists with inventory; if supplies are low, lets the appropriate staff member who orders those specific items know to have some ordered.
- Ensures PetPoint documentation is up to date and kennel cards are completed on all animals.
- If necessary, makes recommendations of dogs that need to be added to behavior modification programs, including specific behaviors that need to be addressed, and assists the behavior team.
- Oversees general cleanliness and safety of the Bird facility, assigning staff to ensure the shelter adheres to safety and cleanliness standards.

Qualifications

- Required:
 - Prior experience in animal care.
 - Prior managerial experience.
 - Excellent interpersonal, organizational and motivational skills as well as the ability to work well in a fast-paced environment and handle multiple tasks at once.
 - Excellent oral and written communication skills and a genuine desire to model and facilitate productive communication in the workplace
 - Sincere interest in IHS mission and vision.
- Desired:
 - Experience working in a shelter/rescue environment.
 - Experience with animal behavior.
- Education/Training
 - High school diploma/ G.E.D.
 - Knowledge of state and federal animal welfare compliance regulations

Working Conditions

Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

Mental, Physical and Communications Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stay standing or active during entire shift.

- Ability to lift and carry objects and animals of moderate weight.
- Ability to lift, bend, stop, kneel, crouch, push and other strenuous activities.
- Requires patience and tact when working with difficult, emotional or angry people.
- Requires treating people and animals in a pleasant, courteous and professional manner.
- Requires ability to work in a team environment and to provide team leadership.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

Idaho Humane Society is an Equal Opportunity Employer