

JOB/POSITION TITLE: **Kennel Manager**

STATUS: Exempt

PRIMARY PURPOSE: Responsible for supervising and performing humane care of all animals at the shelter.

Reports To: Animal Care Manager

Supervises: Animal Caregivers and Volunteers

ESSENTIAL DUTIES/FUNCTIONS:

- **Department Staff Management and Development.** Hires, supervises, trains, and evaluates animal caregivers staff and animal caregiver volunteers and their activities to ensure professional standard of performance and safety. Schedules adequate staffing of all areas of animal husbandry and care at all times. Responsible for annual performance reviews. Ensures compliance with policies and protocols for all department operations.
- **Personal and Organizational improvement.** Regularly participates in meetings with other members of the department and shares ideas and suggestions designed to improve working conditions and the organization. Continues to educate oneself concerning animal care, animal welfare, and staff supervision: and improve or update current procedures as needed according to Society policy.
- **Animal Care Quality Assurance.** Examines all animals daily and inspects for proper identification, length of stay and ensures that no delays to animal flow exist. Ensures all animal housing areas are clean, orderly, maintained properly and in good working condition. Works with maintenance department to facilitate such.
- **Donations.** Coordinates and manages distribution of donations to appropriate departments.
- **Supply, Statistical and Financial Management.** Responsible for ordering all supplies needed for the care of animals to include cleaning supplies as well as food for animals. Secures equipment and supplies for use in department while conforming to approval budget. Directs and reviews accounting and reports of activities in department according to Society procedure. Logs daily activity into computer and prepares monthly statistical reports as directed.
- **Volunteer Trainings.** Training/orientations to include but not limited to dog bathing, laundry, morning cleaning crew, donation dispersal, etc. This is to help the volunteer coordinator when in need.

AS A WORKING MANAGER, THESRE ARE THE AREAS THAT THE MANAGER AND ANIMAL CAREGIVERS ARE RESPONSIBLE FOR:

- **Animal Feeding.** Feed, water and monitor condition of all animals as directed.
- **Animal monitoring.** Will be asked to monitor animals' stools, eating, etc. This will be done by filling out a daily monitor card placed on kennel. Report medical or behavioral issues.

- **Animal Housing and Maintenance of Supplies.** Clean and disinfect kennels. Cat house, food and water bowls, utensils. Cleans and organizes food and equipment storage areas.
- **Customer and Animal Care.** Answers questions from the public concerning animal care concerns in a timely, professional and courteous manner. Treats all animals humanely, properly, and with compassion.

OTHER DUTIES/FUNCTIONS:

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 Society's role as a first responder to disasters.

JOB CONDITIONS:

- **Work Environment:** Outdoors in all types of weather; indoors under regular kennel and office conditions.
- **Equipment Use:** Lease/rope, water hose with spray gun, animal handling equipment, commercial cleaning fluid, phone system, copier, calculator, and computer.
- **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 agree with and be committed to Society goals, objectives, and programs.
- Requires ability to supervise, delegate, train and evaluate staff in department.
- Requires working with minimal supervision. Must be self-motivated.
- Requires interpreting and integrating written materials from other staff and department reports, animal welfare periodicals, and other regulatory agencies, and developing, recommending, and implementing changes into Society procedures.
- Requires handling people and animals in a pleasant, courteous, and professional manner.
- Requires crawling, bending, lifting, running, etc. in cleaning and handling of animals. Must be able to lift up to seventy-five (75) pounds of weight, struggling or limp. Must have no limitations to prevent handling or working with animals.
- Requires alertness and attention to detail in handling of animals and eye-hand coordination in handling, capturing and transporting live animals.
- Requires patience and tact when dealing with difficult, emotional or angry people.
- Must communicate clearly while talking to individual people either in person, on the phone, or over the intercom system. Ability to handle phone operation with proper etiquette.
- Understanding, compassion when dealing with euthanasia.

QUALIFICATION REQUIREMENTS:

- **Skills/Knowledge:** General handling and knowledge of a variety of animal species, behaviors, general physical needs, common diseases, and medical conditions. General knowledge of routine veterinary needs of variety of animal species and ability to perform emergency treatment. Customer service skills including telephone operation and etiquette. Clear and legible writing skills. Knowledge of computer input functions and report writing. Ability to work under pressure and without direct supervision.

Supervisory and management skills. Ability to develop a strong **team** able to work together.

- **Education/Training:** High school diploma or equivalent required. Animal handling experience required.
- **Experience:** Two years in a veterinary or animal shelter environment preferred. Two years of Animal handling experience required.

AUTHORIZED BY: _____ DATE: _____

President/CEO