



Job Description

Shelter Services Supervisor

DEPARTMENT: Behavior & Sheltering

REPORTS TO: Shelter Services Manager

DIRECT REPORTS: Full/part-time Shelter Services Specialists and Coordinators (12-14)

STATUS: Full-time, hourly, non-exempt

SCHEDULE: 40 hours, variable, at least one weekend day is required

MISSION

Foothills Animal Shelter's mission is: Providing support to our surrounding community through education, services that strengthen the human-pet bond, and humane care for the animals we serve.

VALUES

All employees and volunteers are expected to embody the Shelter's Values which are to have honesty and integrity in all that we do, with the following values as our guide:

- **Stewardship:** Assume responsibility and ownership for our actions within our shelter and our community.
- **Positive Culture:** Create a safe, supportive environment for the health, wellbeing, and development of staff and volunteers.
- **Openness:** Nurture an innovative, inclusive, and creative environment that cultivates conversations and relationships that actively work towards the future.
- **Team Oriented:** Build relationships, embrace teamwork, and foster collaboration in pursuit of our Mission.

POSITION SUMMARY

The Shelter Services Supervisor is a working supervisor who delivers exceptional patron services while also providing front-line support and guidance to the shelter services team. Under the direction of the Shelter Services Manager, this position oversees the daily operations of Foothills Animal Shelter's adoption, intake, redemption, licensing, and community support programs. The Shelter Services Supervisor ensures team members receive process-related feedback in the moment to minimize errors that may impact the patron or animal experience. The supervisor will be a point person for situational problem solving and minor escalations and will also support the training and development of new team members.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Attendance and Reliability

- Maintains regular and reliable attendance in accordance with the Shelter's attendance and punctuality policy to ensure adequate leadership and coverage for essential daily operations, including adoption, intake, redemption, licensing, and community support services.

Team Leadership and Daily Operations

- Provides daily oversight to the shelter services team to ensure proper procedures for adoption services, intake services, lost and found services, pet licensing, and all other patron services in accordance with

established policies and procedures and in a manner to support animal wellness and patron satisfaction. Supports volunteers operating in shelter services roles.

- Under the guidance of the Shelter Services Manager, directs team members in the completion of daily tasks and special projects.
- Ensures team members follow established procedures and provides process-related feedback in the moment to minimize errors that may negatively impact the patron or animal experience. May support the Shelter Services Manager in creating written procedures.
- Supports Shelter Services Specialists to resolve customer complaints and concerns respectfully and professionally, adhering to Shelter policies.
- Ensures calls and emails are addressed as quickly as possible in a courteous and professional manner.
- Supports reunification efforts for lost and found animals by ensuring team members pursue all possible avenues for identification while accurately documenting all tracing efforts. Monitors lost & found reports and remains abreast of the stray population to achieve efficient reunification of lost pets with their families.
- Provides support, guidance, and advice to Better Together Program Coordinators in the absence of the Better Together Program Manager, ensuring continuity of program support services.
- Inventories supplies used by the shelter services team and procures supplies when needed.
- At the request of the Shelter Services Manager, may participate in interviewing, hiring, and onboarding staff.

Training and Development

- Provides on-the-job training for new team members in both the hard skills (task-based, software-based) and soft skills (compassion, empathy, understanding) required for the job
- Tracks and documents trainee progress toward established qualifications and reports progress, needs, and plan adjustments to the Shelter Services Manager.
- Teaches, models, and reinforces excellent customer care in alignment with Foothills Animal Shelter's customer service philosophies.
- With the support of the Shelter Services Manager, provides overall performance feedback and documents coaching conversations.

End-of-Life Services

- Performs euthanasia as dictated by the policies of the organization in a timely and compassionate manner, ensuring that all appropriate safety procedures are followed, and appropriate documentation is completed per DEA requirements.
- Ensures proper handling and disposal of euthanized animals.

Organizational Wellness

- Establishes excellent working relationships with colleagues and volunteers throughout the organization. Assists as needed in developing their skills and providing context for their understanding of shelter policies.
- Promotes teamwork by demonstrating a cooperative, flexible, adaptable, and helpful attitude with all staff and volunteers.
- Maintains a positive, solutions-oriented approach to the work environment, looking for the opportunities within each challenge.

Safety

- Promotes and follows all safety guidelines to ensure a safe work environment.
- Conducts injury and accident investigations and reviews accident reports for deficits in training, facility safety, or noncompliance with safety protocols.
- Takes immediate action to address any safety concern or noncompliance with OSHA safety rules that could put a staff member, volunteer, patron, animal, or the organization at risk.

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

JOB QUALIFICATIONS

Education and Experience

- Prior experience as a team or shift lead with demonstrated aptitude for motivating and directing a team
- Experience in animal welfare or other professional animal care field preferred

Licenses and Certifications

- Must obtain and maintain euthanasia certification within six months of hire
- Must obtain Fear Free Shelter certification within 60 days of employment
- Valid driver license with insurable driving record preferred

Knowledge, Skills, and Abilities

- Strong interpersonal and relationship building skills
- Strong written and verbal communication skills
- Excellent customer service skills with the ability to respond to patron concerns or unexpected situations both calmly and effectively
- Safe animal handling skills including dogs, cats, and small animals
- Ability to maintain composure and professional courtesy when interfacing with Shelter patrons, volunteers, animal control officers, and members of the public
- Aptitude for proactively identifying problems and offering potential solutions
- Ability to be compassionate while also having uncomfortable conversations or making difficult decisions
- Must be able to manage the emotional aspect of end-of-life services and humane euthanasia, and support employees in high-emotion circumstances
- Computer proficiency in Microsoft Office including word processing, spreadsheets, meeting software, and email

Physical Requirements

- Ability to stand and walk for the majority of scheduled shift on hard surfaces with minimal sedentary work
- Ability to bend, twist, kneel, and squat frequently throughout the shift
- Ability to lift, carry, and move up to 50 pounds regularly throughout the shift
- Ability to physically restrain and handle animals of all sizes and temperaments, including dogs weighing over 100 pounds
- Ability to work outdoors in all weather conditions year-round including heat, cold, rain, and snow
- Ability to respond quickly to emergency situations requiring immediate physical intervention
- Ability to push and pull kennel doors, carts, and equipment

Working Conditions

- Eight- to Ten-hour shifts with at least one weekend day required; schedule will include holidays
- Must maintain flexibility in work schedule to respond to staffing needs
- Regular exposure to noise, odors, chemical fumes, and animal hair/dander due to equipment and animals
- Regular exposure to common allergens including animal dander, feathers, hay/straw, latex, peanut butter, dairy products, and other food items used for animal enrichment
- Exposure to zoonotic diseases and infectious agents through contact with animals and their bodily fluids (urine, feces, vomit, blood, saliva)

- Regular exposure to cleaning chemicals, disinfectants, and sanitizing agents used in animal care and facility maintenance.
- Regular exposure to emotionally challenging situations including sick, injured, or deceased animals; euthanasia procedures; end-of-life decision-making; and interactions with grieving or distressed patrons
- Frequent hand washing and use of personal protective equipment (PPE) as required
- Subject to animal bites and scratches
- Work in areas with fluctuating temperatures, humidity, and limited climate control
- Fast-paced, high-volume environment with frequent interruptions

Equipment Used

- Animal handling equipment and assessment tools: slip leads, catch poles, nets, etc.
- Basic office equipment: telephone, computer, projector, printer, copier
- Cloud-based data management software
- Vehicle use (company provided and personal)
- Chemicals and cleaning tools to provide care for the animals