



*Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.*

**Job Title:** Animal Care Director

**Department:** Adoption Center

**Position Status:** Full-Time, Exempt

**Reports To:** Executive Director

**POSITION SUMMARY:**

Provides leadership and direction for the efficient and smooth operation of Adoption Center including behavior and training, customer care, animal care and adoption. The Animal Care Director will oversee quality animal care and Adoption Center cleanliness, with a strong focus on excellent customer service. They will ensure quality programming at the Adoption Center that is in accordance with organization's mission, goals, management and resources. This position must support all BRHS board policies.

**DUTIES & RESPONSIBILITIES**

**Including but not limited to:**

- Oversee the daily operations of the Adoption Center
- Responsible for the hiring, supervising, coaching and training of Adoption Center staff by providing regular, on-going feedback and timely evaluations.
- Analyze Adoption Center operations regularly and implement changes to improve efficiency by monitoring industry trends and statistical data to develop new strategies
- Work with staff to oversee intake of animals into the shelter and ensures population is balanced to optimize lifesaving opportunities and is conducted in accordance with the organization's desired goals
- Leads staff discussions regarding placement decisions, behavior plans, and other animal-related concerns including decisions involving euthanasia.
- Work with staff to ensure that animals are being placed in safe, appropriate, homes by monitoring and modifying the adoption screening and placement process
- Develop, coordinate and conduct continuing education seminars and development programs to ensure staff is aware of any new or revised policies, procedures, regulations, and burgeoning animal welfare trends
- Evaluate all Adoption Center procedures regularly to ensure compliance with local, state, and federal guidelines
- Ensure strict adherence to health and safety legislation and policy
- Responsible for ensuring customer satisfaction and difficult situations by responding appropriately to complaints about staff, volunteers, and Adoption Center procedures
- Develop annual budget, projection figures, and program estimates
- Oversee billing and deposits

- Manage all Adoption Center inventory and oversee the ordering of supplies and equipment while working within approved organizational budget
- Regularly prepare and present reports to the Executive Director and Board of Directors on Adoption Center operations
- Establish and maintain cooperative work relationships with other community agencies and organizations; work with Henderson County Animal Services and other groups to identify and implement programs and services in line with BRHS mission and goals
- Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance and promote a humane and caring attitude toward all animals and humans.
- Perform other duties as assigned

*Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook.*

### **QUALIFICATIONS:**

*To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. 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.*

- Bachelor's degree required; experience may be substituted on a year-for-year basis for formal education beyond the high school level. A minimum three year's management experience in an animal shelter environment required.
- Proficiency in Microsoft Office applications required; experience with data management software preferred
- Must have extensive knowledge of animal welfare issues related to sheltering and adoptions, animal behavior and health care
- Demonstrated knowledge of the principles and practices of program management and animal protection issues and commitment to the objectives of the organization to include basic statistical methods, fiscal and budgetary practices, and knowledge of local, state, and federal regulations for the workplace
- Demonstrated supervisory knowledge to include training methods, motivation and decision-making techniques; skill in mediating disputes, conflicts and grievances
- Strong organizational, human relations and customer service skills
- Ability to function as part of a team and work with volunteers
- Ability to communicate effectively in oral and written form with knowledge of interviewing techniques, public speaking, and skill in writing and editing
- Good judgment in dealing with the public, decision making and handling confidential information
- Ability to build alliances with other community organizations and agencies
- Must share Blue Ridge Humane Society's commitment to animals
- Highly motivated and self-directed
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner

- Must love animals AND people!

**Certificates, Licenses & Registrations:**

Must be willing to give permission for a background check and a DMV report. Must possess a valid, unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

*Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

---

Employee Printed Name

---

Employee Signature

---

Date

*Revised October 2020*