



Midcoast

H U M A N E

- Job Title:** Animal Care Team Lead (Canine)
- Department:** Operations, Brunswick Campus
- Job Classification:** Full Time; Hourly; Non-Exempt Position
- Job Relationships:** Reports to Animal Care Manager, works closely with Customer Care team, Foster Care coordinator, Volunteer Coordinator, Transport Coordinator, veterinary care team, behavior and training team.
- Supervisory Responsibilities:** Provides leadership to the Animal Care Team
- General Purpose:** Coordinating the cleaning, care and well-being of animals in MCH custody; prioritizing the efficiency of processes while maintaining excellent standards of care; and providing hands-on training for new staff.
- Schedule:** This position is a member of the MH leadership team and schedule is determined as the organization's needs dictate. Weekends and evenings are required.

PRIMARY PURPOSE

To lead the daily work of Animal Care Technicians in the dog areas to ensure proper cleaning and disease control, proper medical care as directed by veterinarians, and a safe and healthy environment for animals in accordance with MH's mission and resources.

RESPONSIBILITIES

ANIMAL CARE:

- Consider on a daily basis: the physical environment of our pets, the mental health and physical well-being of our pets and the interactions of staff, volunteers and members of the public with our pets
- Ensure sanitary and comfortable housing for the dogs in our care within the guidelines of MH SOPs

- Ensure species appropriate housing, diet and enrichment for all dogs in the shelter and in foster care
- Provide medical treatments such as vaccines, oral, injectable and topical medications and intake exams as needed
- Observe animals for illness, infestations and behavior changes and report and document
- In conjunction with medical team, assess pet medical needs and work within resources to meet those needs
- Learn and remain up to date on animal sanitation and housing best practices
- In conjunction with the Behavior Department, ensure that all pets have an enriched environment, including, but not limited to toys, soothing sounds, puzzles, etc.
- Monitor morning cleaning and medicating to ensure the shelter will open on time; monitor evening cleaning and medicating to ensure the team will leave on time, with all responsibilities completed by leading by example and triage issues as they arise and notify management as needed
- In conjunction with the Director of Operations, revise and create SOPs as needed to ensure up to date training and reference resources for staff
- Monitor and manage cleanliness throughout the day of pet housing areas, laundry and supply storage areas, including adoptable, new arrival and ACO areas, crate area and storage
- Ensure carts are set up properly to allow for efficient cleaning, feeding and medicating

SUPERVISORY:

- Work alongside the Animal Care Team and ensure that they are supported in their daily responsibilities
- Train new Animal Care staff in the dog area, following the Phase Training documents
- Keep the Animal Care Manager up to date on new staff progress, including excellence, issues and suggestions
- Initiate and follow through on daily task assignments, follow through on any pending matters, use independent judgment and training to take appropriate action to deal with situations as they arise
- Set the example of high functioning, positive work style while coaching and mentoring animal care team members through their daily work
- Assist the Animal Care Manager with interviewing and hiring new team members with an eye to needed skill sets, positive and progressive mindset regarding animal welfare and potential for growth within MH
- Understand and able to teach shelter policies pertaining to adoptions, admissions, sanitation and enrichment
- Monitor work processes to ensure compliance of staff and volunteers and take immediate action to correct unsafe actions or hazardous conditions

ADDITIONAL RESPONSIBILITIES:

- Aid in the marketing and adopting of animals in a positive, upbeat yet truthful manner
- Understand the philosophies of an open admission facility and comfortable with discussing them with both staff and members of the public
- Interact with the public in a polite, professional, non-judgmental manner at all times
- Present a neat and professional appearance in accordance with the MH dress code
- Oversee the training and skill checks for animal care area volunteers to ensure protocols are being followed, goals are met and that they feel valued and appreciated
- Observe the facility at all opportunities and report any repair or maintenance needs of the building, grounds and equipment and keep track of deep cleaning projects and assign as needed
- Perform the functions of a shift leader, which include alarming/unalarming the building(s), checking staff out and notifying management when an emergency occurs
- Other duties and responsibilities as assigned as the business needs dictate

SKILLS & ABILITIES NECESSARY:

- Candidates should have excellent communication skills, strong organizational skills, and the ability to work effectively with others, as coordination with multiple departments within the organization is required
- Excellent discretion and understanding of confidentiality in the workplace of staff members and confidentiality of patrons
- Strong vet teching background or equivalent skills
- Strong safe, low stress animal handling skills
- Computer skills required including Word, Excel, email and all other forms of electronic communication
- Ability to learn and work in an animal sheltering database

MINIMUM QUALIFICATIONS REQUIRED:

- Bachelor's degree or equivalent combination of education and experience
- Minimum three years supervising staff, preferably in an animal sheltering environment
- Valid Maine driver's license
- Able to climb stairs
- Able to scoop, bend, twist, lift and squat as part of normal job functions
- Able to interact with all varieties of domestic animals and their associated dietary and housing items without issue

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Duties of the job are performed in an animal shelter/animal clinic setting

- The employee is frequently exposed to odors or airborne particles including animal fur, disinfecting chemicals which can be toxic and zoonotic diseases
- Consistently exposed to animals and animal allergens under conditions without alterations available
- The noise level in the work environment can be very loud
- Must be able to lift at least 50 lbs.
- Able to climb stairs
- Able to scoop, bend, twist, lift, squat, kneel, grip and reach
- Able to stand for several hours up to an 8-hour shift
- Able to sit at a computer workstation and type and use a mouse for 2-4 hours at a time as part of normal job functions
- Move about the building and campus consistently to coordinate work

PSYCHOLOGICAL DEMANDS (in a usual workday)

Must possess excellent organizational and time management skills in order to handle multiple and sometimes conflicting tasks. Must be able to work with minimal supervision regarding time management and have the ability to consistently make sound, ethical decisions in emergency situations. Demonstrated ability to make accurate assessments while establishing and maintaining effective working relationships within the organization.



This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the organization reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, workload, rush jobs, or technological developments).