



# Elmbrook Humane Society, Inc.

## JOB DESCRIPTION

Title: Director of Animal Care and Field Services

Reports to: Executive Director

Exempt Status: Exempt

## PURPOSE OF THE JOB

To serve as the team leader who is responsible for the overall wellness and record keeping of the animals under the care and protection of Elmbrook Humane Society (EBHS). To provide supervision and training to animal care staff and assist with facilities management as it relates to animal care. To serve as Humane Officer to the municipalities EBHS serves and work collaboratively with Waukesha County Health and Human Services. To collaborate on the creation and implementation of organizational operations, policies, and procedures. To maintain a commitment to the philosophies and policies of EBHS in the performance of his/her duties and respect the dignity and basic rights of each animal. To support the mission of EBHS.

## JON RESPONSIBILITIES - ANIMAL CARE

- Responsible for daily operations and facilities management as it relates to animal care.
- Establish and maintain policy and procedure for animal care housing, husbandry, exercise, socialization, and medication administration according to industry standards for animals under the care of EBHS.
- Recruit, hire, supervise, and develop animal care staff as it relates to behavior, counseling, environmental, and medical needs, including performance evaluations and disciplinary action, with support and as needed, approval from the Executive Director.
- Maintain accurate paperwork including but not limited to medical records, adoptions, strays, surrenders, wildlife, and euthanasia including both manual and electronic record keeping.
- Ensure completion of surgery schedule including selection of animals and coordinating schedule with veterinarians, staff, and volunteers.
- Maintain the inventory and ordering of animal housing/husbandry and medical care supplies.
- Ensure compliance with DATCP Dog Breeder and Seller licensing and inspection procedures, including establishing and maintaining relevant policy and procedure, managing the coordinating of CVIs and documentation as required by Act 90.
- Work with the Dog Trainer and Behavior Manager in the evaluation of health and behavior of animals and determine appropriate paths to disposition.
- Coordinate the transfer of animals to/from Rescue and Shelter Partners with consideration for individual animal needs, medical and behavior considerations, adoption trends, and kennel space.
- Maintain Certified Euthanasia Technician certification and perform euthanasia services; train and supervise staff certified to perform euthanasia; inventory/order euthanasia drugs; maintain applicable euthanasia records and license applications.
- Assist with adoption applications communicating and following up with adoption matches, non-matches, and denials, in conjunction with the Customer Relations team.
- Provide pre-surrender counseling to ensure customers' understanding of EBHS services and alternatives to surrender.
- Provide behavior problem counseling (both adopters and the general public.)
- Serve as the liaison for veterinarians providing support to EBHS and the oversight of population health management.

- Serve as the liaison, in conjunction with the Executive Director, for community placement partners.
- In collaboration with the Customer Relations Manager/Team, oversee the foster program including but not limited to conducting foster orientation, assisting with the training of case workers as needed, identify candidates in need of foster, and oversee the communication from the medical and behavior team with foster homes.
- Participate in organizational committee initiatives, serving as Committee Chair as assigned.
- Participate in Leadership Team initiatives, collaborating on the development and implementation of those initiatives.
- Support the Community Outreach Events and Volunteer Manager in the supervision of animal care volunteers.
- Assist Executive Director with evaluation of building and equipment maintenance and purchases.
- Prepare budgetary recommendations for the Animal Care and Building/Maintenance departments.
- Assist with maintaining Safety Data Sheets (SDS).
- Provide Animal Care and Building related updates for reporting to department staff, leadership team, all staff, and the Board of Directors, as needed.
- Participate in rotational pager duty as required to include capture, pick-up, and transport of domestic and wild animals.
- Create an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- All other duties as assigned.

## JOB RESPONSIBILITIES FIELD SERVICES

- Develop and implement all policies related to animal control and humane officer needs for EBHS.
- Serve as the EBHS liaison to the County of Waukesha and State of Wisconsin for all matters related to animal control and humane officer work/laws.
- Train EBHS humane officers and animal control staff.
- Prepare monthly, quarterly, and annual reports in conjunction with the Executive Director for all municipalities in which EBHS serves through animal control and humane officer contracts/agreements.
- Participate in scheduled County rabies control meetings.
- Field all calls/questions from animal control officers; identify and train individual to provide this support in your absence.
- All other duties as assigned.

## QUALIFICATIONS

- Technical degree conducive with supporting the responsibilities of this position.
- Previous supervisory experience.
- Minimum of three years' employment experience in an animal related field, i.e. humane society, veterinary clinic.
- Humane Officer Certification within one year of hire date.
- Euthanasia Certification or ability to obtain certification.
- Commitment to EBHS Core Values:
  - Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.
  - Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.
  - Collaborative. Working together to accomplish more.

- Integrity. Doing what is right even when no one is watching and setting the best example when they are.
- Respect. Recognizing the differences of and being kind to all animals and people.
- Professional public image.
- Able to work with minimal supervision.
- Experienced animal handling skills.
- Proven customer service skills.
- Computer literate and ability to operate office equipment.
- Excellent oral, written, and organizational skills with attention to detail.
- Able to work flexible hours, which may include evenings, weekends, and holidays.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- Valid Driver's License.
- Passion for issues relating to animal welfare.

## WORK ENVIRONMENT

- Physical demands include:
  - lifting and moving animals and cages.
  - administering dangerous and lethal drugs.
  - frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals, and operation of motor vehicle.
- Working conditions include:
  - possible exposure to dangerous, diseased, frightened, and injured animals.
  - possible exposure to potentially harmful chemicals and drugs.
  - working with strong cleaning agents on wet surfaces.
  - indoor and outdoor work in all weather conditions.
- Emotional demands include:
  - euthanasia.
  - animal abuse.
  - animal neglect.

*Elmbrook Humane Society is an Equal Opportunity Employer.*