

Position Description:	Animal Care and Operations Coordinator
Reports to:	Lead Veterinarian
Collaborates with:	Lead Veterinarian, PetSmart
Supports:	Programs, Volunteers, Foster, Development, Clinic, PetSmart

Primary Job Purpose:

Spokane Humane Society (SHS) is an animal welfare non-profit agency whose mission is supported 100% by donations from the community. The Animal Care and Operations Coordinator is responsible for day-to-day quality of care of all animals at the shelter ensuring quality animal care and shelter cleanliness, with a strong focus on excellent customer service. The Animal Care and Operations Coordinator will work with staff representing each of the following areas: Bark a Rescue Pub, Havana location, and Northpointe PetSmart. Each team member of SHS must demonstrate the core values of the organization which include eager and willingness to go above and beyond, dependable and dedicated to the vision of SHS, and able to be not only be compassionate to animals but also their humans, and fellow staff

Essential Duties:

- Oversee all shelter operations including adoptions, transport to adoption sites, intake, and animal care
- Supervise animal care, behavior, and admissions staff
- Maintain a clean, safe, and organized environment for animals, staff, volunteers, and the public.
- Visually inspect the shelter animals daily checking for signs of illness, injury, or infection.
- Provides expertise and focus on infectious disease identification, management, and prevention
- Responsible for ensuring the proper cleaning, organization and safety of all animal care areas including dog kennels, cat housing areas, receiving, isolation wards, dog visitation yards and other areas identified to hold and house animals
- Ensure accurate recordkeeping
- Supervise the daily activities of the animal care technicians; ensuring ordering and inventory of supplies for animal care including safety equipment, chemicals, cleansers, food, cat litter and equipment are ordered in a timely manner
- Maintain open lines of communication, including routine shelter animal care meetings.
- Maintains flow of animals to PetSmart daily and especially during NAW adoption week
- Continue to build relationship with PetSmart management to include meetings and onsite visits
- Assists with the management of behavior evaluations, bite quarantines, and coordination of animal transfers between other rescue agencies/shelters
- In collaboration with and under the direction of the Director of veterinary medicine and operations, establish and enforce operations protocols based on industry best practices
- Ensure adequate staffing coverage and maintain scheduling and time off requests

- Monitor and purchase various supplies including but not limited to cleaning and care supplies, animal food, and office supplies to ensure adequate stock
- Deliver employee assessment, evaluation, hiring and disciplinary action

Marginal Duties:

- Implement procedural changes and oversee policies
- Willing to stay up to date on national trends and most recent recommendations for shelters
- Assist with management and reporting of animal-related statistics
- Perform other work including stocking of food/supplies for assigned areas
- Use appropriate personal protective equipment and adhere to proper safety standards/procedures
- Perform additional tasks and responsibilities as assigned, including but not limited to special projects, cross-departmental collaborations, and other duties as needed to support the team and organization

Secondary Job Functions:

- Complete SHS maintenance forms when damages to structures or equipment require repair, and report to the appropriate Supervisor/Manager.
- Take appropriate action in the event of emergencies, such as break-ins, thefts, power failures, fires, or floods. Contact the sheriff's department at Crime Check 456-2233 or 9-1-1 when police authority is needed, and your direct supervisor.

Qualifications and Position Requirements:

- Ability to manage stressful and emotional situations effectively.
- Frequent physical effort required for sustained periods, including lifting and carrying bulky items, and working outdoors in varied weather conditions.
- Exposure to potential hazards such as rabies, viruses, and toxic substances like disinfectants, pesticides, and corrosive cleaners.
- Advanced training in animal care preferred.
- Strong conflict resolution, coaching, and counseling skills.
- Frequent interaction with agitated or injured animals that may attempt to bite or scratch.
- Prolonged periods of sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping.
- Grasping, repetitive hand movements, and fine coordination needed for preparing reports and data using a computer keyboard.
- Capability to handle all cats and dogs regardless of breed, temperament, or behavior.
- Reliability and adherence to the work schedule.



6607 N Havana, Spokane, WA 99217
(509) 467-5235
spokanehumanesociety.org

- Ability to manage multiple tasks simultaneously.
- Strong team player with excellent communication skills and the ability to work with a diverse team.
- Excellent time management skills.

Physical Effort:

- Ability to lift and carry materials weighing up to 50 lbs.
- Handle and guide/walk dogs weighing up to 150 lbs.
- Prolonged periods of walking and/or standing.
- Frequent work in a bent position.
- Use of strength or agility in capturing and restraining stronger, more active animals.

Working Conditions:

- Both indoor and outdoor work required.
- Exposure to unpleasant odors and noises.
- Exposure to bites, scratches, and animal waste.
- Possible exposure to contagious diseases.

Benefits

- Paid vacation, holiday, and sick time
- Healthcare, Dental, and Vision
- Simple IRA
- Basic Veterinary Care services after successful six months of employment

This job description is not a contract- management reserves the right to change its contents at any time. This organization is an “at-will” and an equal opportunity employer. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate because of race, color, national origin, age, disability, sex, or sexual orientation.

Employee Signature

Date

Executive Director Signature

Date