



Job Description

TITLE: Animal Admissions Supervisor

FLSA: Non-exempt

REVISED: August 21, 2017

REPORTS TO: Animal Admissions Manager

SUPERVISES: Animal Admissions Counselors, Tag Report Clerks, and Lost & Found Clerks

Position Summary:

Supervises all staff performing animal receiving functions and operations. Includes performing the daily task of cleaning, admitting, transferring and returning animals, internal and external customer service problem resolution, and other activities throughout the day, as needed.

Essential Duties and Responsibilities:

- Supervise and direct assigned receiving staff; ensure staff are following all policies and procedures at all times; must have a working knowledge of applicable laws and ordinances; coordinate work schedules of receiving staff; report personnel problems to the Receiving Manager. Schedule and prepared coverage for vacation time for receiving staff. Evaluate performance of receiving staff; assist the Receiving Manager in the screening and hiring of new and replacement receiving staff.
- Participate in the training of staff members to ensure that all safety regulations, company policies and procedures, state laws and regulations are followed.
- Spot check all work areas continually to ensure cleanliness and neatness.
- Ensure all supplies needed for staff to do their job are stocked, ordered and available.
- Ensure that humane care and proper attention is provided to all animals in shelter custody.
- Handle any customer problems dealing with admitting and admitting procedures.
- Check phone messages and return calls to employees and customers in a timely manner.
- Ensure all animals housed in the admitting area checked throughout the day.
- Ensure all paperwork for animals housed in admitting area is complete and is in proper order.
- Assist staff in daily cleaning of the receiving area.
- Ensure the receiving area is maintained in good repair; Submit maintenance requests for repairs needed.
- Ensure that the daily, weekly and monthly materials, supplies and equipment inventory are complete and correct.
- Administer discipline and/or assist the Receiving Manager with administering discipline as directed.
- Maintains a professional appearance at all times.
- Composes correspondence and other documents; performs clerical duties to support the operations of Receiving.
- Provides information and assistance to internal and external customers as required.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of Receiving.



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Education and Experience Requirements:

- Equivalent to a High School diploma.
- Two years of experience providing customer service in a high pressure and high activity environment.
- One year of experience working with and receiving training in animal services or a closely related field.

License & Certification Requirements: None

Required Knowledge and Skills:

Knowledge of:

- Principles and practices of customer service.
- Principles and practices of supervision and management of staff.
- Standard office administrative practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- Animal health, nutrition, and humane care.
- Animal breeds and characteristics.
- Techniques for dealing effectively with co-workers and the public, in person and over the telephone.
- Correct business English, including spelling, grammar and punctuation.

Skill in:

- Gathering and compiling information; preparing accurate reports and summaries.
- Managing assigned budget.
- Dealing tactfully and effectively with staff, volunteers and the general public.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Preparing clear and concise reports, correspondence, instructions and other written materials.
- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Working Conditions and Physical Effort:

Physical ability and mobility to walk, reach with hands and arms, climb or balance, stoop, kneel, crouch and crawl. Strength to lift and/or move materials weighing up to 25 pounds frequently, 50 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.



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Job incumbent is continuously exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites and occasional work outdoors for extended periods of time while exposed to cold and extremely hot temperatures.

All employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.

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