



Animal Shelter Operations Supervisor

Lost Our Home Pet Rescue - Tempe, AZ

About us

Lost Our Home Pet Rescue is the only non-profit, no-kill pet rescue based in Tempe AZ whose mission is to save pets abandoned, or at risk of homelessness, due to a life crisis. Many of our programs are linked to the human-animal bond and extend beyond the pets to include the pet parents. Services include (1) 90 day temporary care program, (2) a pet food bank (3) rescue of abandoned pets, (4) pet friendly rental service, (5) pet intake for adoption from pet parents in crisis (6) low income boarding and (7) a partnership with the Sojourner Center domestic violence shelter.

Our beautiful shelter is located in Tempe Arizona and houses 80 pets (approx. 40 dogs and 40 cats). Our pets are well cared for in a "home-like" environment. You must love animals to work here since your passion for them should be evident in the work you do, and offices can be shared with either a cat and dog that needs some extra attention.

JOB SUMMARY Shelter Operations Supervisor

Reports to: Shelter Directors

Do you love animals? OK, we know the answer to that, but do you love humans? Like, all kinds of humans, even if they aren't just like you? If the answer is yes, keep reading! Lost Our Home is looking for an outgoing, ultra-helpful, multi-tasking superstar to join our team! If the following describes you, we want you to apply!

- You have amazing people skills. We're not just talking "some customer service experience", you're a compassionate "people person" who truly enjoys making customers, volunteers and staff feel welcome, valued and important.
- You're in your element when you're helping and teaching, and you do it without judgement.
- You're the consummate team player and your coworkers can't stand the thought of working on a day you aren't there
- You are a multi-tasker extraordinaire who can do a variety of things well at the same time, and make good decisions when managing competing priorities
- You're helpful and kind, and always advocating for your customers, coworkers, volunteers and of course, the animals
- You're open to new ideas, comfortable with change and endlessly optimistic
- You can follow directions but aren't afraid to ask for help when you are out of your comfort zone

- You excel at finding creative solutions that make everyone happy, even in challenging or delicate situations
- You believe a good supervisor leads by example!

Overview:

The Shelter Operations Manager will perform duties, independently with minimal supervision, operating from specific and defined directions and instructions.

This position is responsible for supervising and staff while participating in the care and maintenance of the shelter to provide quality care to the animals housed at LOH while advocating for the mission of Lost Our Home- helping people, saving pets.

Managerial:

- Supporting the Shelter Directors in creating staff schedules, hiring, training, performance reviews, and disciplinary actions.
- Assist with Customers and back up the Relationship Staff (adoptions) as needed.
- Provide leadership and supervision while overseeing departments.
- Recommend and help to administer processes, policies, and procedures to staff and volunteers.
- Ensure that work is done in a timely fashion and in accordance with established procedures and state laws.
- Anticipate staff vacancies and coordinate adjustments to maintain coverage.
- Actively support staff and volunteers; promote the development of skills related to the advancement of organizational goals and mission.
- Ensure proper procedures for adoption services and temporary care are carried out in accordance with established policies and procedures and in a manner to assure animal protection and customer satisfaction.
- Assist in training, delegate work tasks, addressing employee concerns, and assisting enforcing policies.
- Conduct daily physical animal inventory, and ensure that all animals go through the system in a quick and orderly pace.
- Works to increase the quality of care and minimize the length of stay for each animal.
- Makes rounds to ensure building cleanliness, facility needs, repairs, etc.
- Responsible for providing a safe and sanitary work environment by monitoring hygiene conditions and overall appearance of the Shelter.
- Communicate effectively and efficiently interdepartmentally, with peers, employees and with management.
- Assist Directors with other duties as directed.

Proficiencies:

- The Shelter Operations Supervisor must possess a thorough knowledge of animal health, husbandry, and kennel operations in order to effectively supervise operations.

- This individual participates as a supportive member of the LOH management team to identify health and safety concerns, temperament issues, safe and humane handling and adoptability of shelter animals and works collaboratively with all staff members to achieve the completion of daily work assignments.
- The Shelter Operations Supervisor fosters a team environment by working effectively with all members of the organization to accomplish department and organizational goals and objectives.

Qualifications:

- Minimum of two years' of experience in Management, preferably in the animal welfare field.
- A current working knowledge of companion animal care and adoption process is necessary as well as an understanding of animal welfare compliance issues.
- Candidate must have motivational, management and interpersonal skills in order to communicate with shelter staff, field and public.
- Should be a team player, with unquestionable commitment to professional and personal ethics.
- Should have good interpersonal skills and be able to resolve conflict.
- Must be able to crouch, bend, stoop, stand and lift up to 50lbs.

Job Type: Full-time

Pay: From \$14.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off

Schedule:

- 8 hour shift
- Monday to Friday
- Weekends

COVID-19 considerations:

All customers, staff, and volunteers are required to wear masks. Temperature checks are required upon building entry.

Education:

- High school or equivalent (Preferred)

Experience:

- Supervising experience: 3 years (Preferred)

Work Location:

- One location

Work Remotely:

- No