



### **Animal Shelter Senior Pet Health Manager**

Lost Our Home Pet Rescue - Tempe, AZ

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.

#### **Overview:**

Salary starting at \$38,000 and will increase depending on experience. The Senior Pet Health Manager (SPHM) will perform duties, independently with minimal supervision, operating from specific and defined directions and instructions. The SPHM is responsible for the overall health and behavioral well-being of animals in our care as well. The Medical Manager also provides positive leadership to medical, intake, and animal care employees, communicating effectively and efficiently with the public and peers to give stellar customer service, all while advocating for the mission of Lost Our Home of helping people and saving pets.

#### **Essential Duties & Primary Job Functions:**

Responsible for providing a safe and sanitary environment for pets and people ensuring the LOH team is using disease reduction and proper sanitary procedures, and ensuring the LOH team is using veterinary directives, and stress reducing, compassionate/humane care for the animals.

- Oversee the medical staff in their responsibilities, including but not limited to maintaining excellent standards of medical care, thorough communication with the rest of the organization

and the focus of quality of life and the health of the overall shelter population. Accomplish this in coordination with the shelter consulting veterinarian(s).

- Manage and support the Canine Behavior Manager to ensure animal's are as mentally healthy as they are physically healthy.
- Manage and support the Animal Care Team Supervisor and the animal care team to ensure the best possible care for shelter animals through animal handling, shelter sanitation, and assistance with the animal enrichment program.
- Manage and support the Pet Intake Coordinator to ensure empathetic, compassionate customer service is being provided and appropriate animals are being taken in.
- Conducts and evaluates ongoing medical care and treatment plans for animals housed at the Lost Our Home and in foster care, ensuring animals are being treated quickly and efficiently, and medical adoption holds are not prolonged, being released in Shelter Luv and pets moved to the adoption floor the day of the release.
- Update and develop medical protocols and procedures, including but not limited to dosage charts, step-by-step guides, and miscellaneous documents.

**Proficiencies:**

- Management experience REQUIRED
- Veterinary Technician experience REQUIRED
- Strong interpersonal skills for management of staff, volunteers, vendors/contractors and interface with the public
- Experience with and excellence in customer service and the ability to set an example for the staff on polished, positive public interactions with the public
- Positive attitude and management style required
- Self-starter, facilitator, organizer and innovator
- Able to multitask, prioritize in line with organizational priorities, deal with a certain level of expected chaos and be able to meet deadlines
- Valid driver's license and clean driving record
- Able to work one weekend day per week and holidays as necessary
- Ability to reach with hands and arms, stand, walk, sit, stoop, kneel, or crouch and lift and/or move up to 50 pounds

**Job Type:** Full-time

**Pay:** From \$38,000.00 per year

**Benefits:**

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

**Schedule:**

- 10 hour shift

- 8 hour shift
- On call

**COVID-19 considerations:**

All customers, employees, and volunteers are required to wear masks. Temperature checks are performed upon entering the building.

**Education:**

- High school or equivalent (Preferred)

**Experience:**

- Management: 3 years (Preferred)
- Veterinary technician experience: 2 years (Preferred)

**Work Location:**

- One location

**Work Remotely:**

- No