



540-898-1500 (tel)
540-898-1583 (fax)
10819 Courthouse Road
Fredericksburg, VA 22408

fredspca.org

POSITION DESCRIPTION ANIMAL CARE COORDINATOR

JOB SUMMARY

The Animal Care Coordinator reports to the Animal Resource Center Manager and is responsible for coordinating the full range of duties related to running the Animal Care Program.

ESSENTIAL RESPONSIBILITIES

- Supervise Animal Care Lead Technician to ensure that all responsibilities are consistently fulfilled and that they have the tools they need to do their job effectively.
- Ensure cleanliness of public areas assigned to the Animal Care team.
- Participate in hiring new Animal Care Technicians and oversee training of all Animal Care Technicians.
- Ensure animal care staff performs at their highest levels while still adhering to all proper safety and humane guidelines.
- Mentor and coach employees, perform staff evaluations, and issue disciplinary actions; maintain up to date records on employee performance.
- Assist in achieving daily objectives of animal care.
- Collaborate with the Animal Resource Center Manager, Medical Team and other department supervisors and managers to help create a progressive and productive work environment while maximizing the efficiency of animal flow to minimize the length of stay.
- Aid organization in achieving goals such as increasing the live release rate and consistently maintaining high standards of animal care and humane handling.
- Actively work to maintain high team morale, including advocating for all Animal Care Technicians, while fostering individual growth and development.
- Assist in creating and implementing animal care guidelines and protocols.
- Ensure a facility walk-through is completed daily and shared with all staff. Ensure animal care-related issues are resolved.
- Provide daily reports as requested by Animal Resource Center Manager and Directors.
- Monitor animals and activities in all kennel and cattery areas. Provide the highest quality of care and cleaning for animals according to industry best practices.
- Ensure animal records in PetPoint are maintained and updated accordingly.
- Ensure supplies including, but not limited to, animal feed, animal litter, kennel/cattery supplies, and cleaning supplies are ordered and properly stocked.
- Assist Placement and Foster Coordinator with readying animals for transfer to other organizations, adoption, and foster homes as requested.
- Report maintenance/repair issues to the Animal Resource Center Manager or Deputy Director.

- Perform other related duties and special projects as assigned.

QUALIFICATIONS AND REQUIREMENTS

- Ability to effectively organize, lead, and manage staff and their work. Ability to collaborate effectively, and work as part of a team.
- Possess and maintain a valid driver's license with a good driving record.
- Willingness and ability to safely operate an organization vehicle as required.
- Excellent interpersonal skills with a customer service orientation. Ability to communicate effectively, courteously, and professionally with a variety of individuals representing the public, board members, volunteers, donors, and employees.
- Ability to exhibit sound judgment and handle confidential matters.
- Ability to be a team player with a positive, can-do, and proactive approach who likes working in a fast paced environment.
- Computer literacy with proficient use of programs including Microsoft Office programs, email, Internet, and database management software. Demonstrated advanced proficiency in PetPoint.
- Must demonstrate a strong commitment to the no-kill philosophy as well as spaying and neutering and pet adoption.
- Must uphold the values of the SPCA, most notably respect, compassion, and kindness.
- Ability to adapt and a willingness to learn.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Ability to lift 50 pounds unassisted regularly, 50+ pounds assisted.
- Ability to perform strenuous physical activity on a daily basis, including but not limited to: lifting and carrying, bending, reaching, stooping, squatting, and bending.
- Ability to be comfortable working with cats, dogs, and small animals.
- Ability to perform basic medical exams, vaccines, and treatments.
- May be exposed to hostile or abusive members of the public. Must be able to deal with an oftentimes emotion-charged public and carry a fast-paced and changing workload which at times can be stressful.
- Patience and tact are required when working with difficult, emotional, or angry people
- By nature of the job, there is occasional exposure with dead, injured, sick, unruly, vicious, and/or dangerous animals in addition to exposure to parasites, infectious diseases, unpleasant noises, odors, or sights, zoonotic or other diseases,
- Must be available and willing to work such weekends, holidays, and attend mandatory training and meetings as the employer determines are necessary or desirable to meet its organizational needs.
- Indoors in a high noise, air-conditioned/heated building
- Outdoors, exposed to weather conditions on ARC grounds
- Use of computers, printers, copiers, fax machines, telephones, and two-way radios
- Regular exposure to cleaning chemicals, fumes, dust, animal feces, bites, scratches, pet dander, and other allergens without issue
- Work around children and with the public
- Working alone or with minimal supervision; must be self-motivated

EDUCATION AND EXPERIENCE

- High school diploma or equivalent.

- Minimum one year of experience as an Animal Care Supervisor or equivalent. Experience must include handling animals.

DRESS CODE

- Full-set scrubs are required - which means scrub tops and scrub bottoms - with closed-toe shoes 100% of the time. Jeans and an SPCA logo t-shirt may be appropriate.

COMPENSATION & BENEFITS

- This is a full-time, hourly, non-exempt position with the opportunity for career advancement if desired, and annual performance-based promotions.
- After a 60-day probationary period, the employee will become eligible for paid time off, paid birthday leave, low- or no-cost adoptions, and discounted shopping in the SPCA's boutique. Other benefits are detailed in the Employee Handbook.

TERMS OF EMPLOYMENT

In accepting this offer of employment, you certify your understanding that your employment will be on an at-will basis, and that neither you nor any Fredericksburg Regional SPCA (henceforth SPCA) representative have entered into a contract regarding the terms or duration of your employment. As an at-will employee, you will be free to terminate your employment with the SPCA at any time, with or without cause or advanced notice. Likewise, the SPCA will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advanced notice. At the termination of employment, any relevant SPCA documents, software, data, or information must be turned over to the SPCA. Upon termination of employment you agree to make no disparaging or negative comments about the Fredericksburg Regional SPCA or its employees and officers and comply with the Fredericksburg SPCA's non-disclosure agreement as outlined in the employee handbook.

I read and understand the duties and expectations as described in this position description.

PRINTED NAME

SIGNATURE

DATE