



Position Title: Animal Health Manager
Department: Animal Health
Classification: Fulltime Non-Exempt

Summary:

Oversees all aspects of daily animal care including health, behavior, disease & infection control protocols and animal flow within the shelter. Serves as the Vet Tech liaison with shelter veterinarian of record and other veterinarians as necessary. Promotes quality service through training, management, and support. Maintains efficient work processes and supports the Animal Care Team and Client Care Team in their daily responsibilities.

Essential Duties and Functions:

Animal Care & Housing

- Directs and monitors all aspects of the constant humane treatment and handling of sheltered animals including canines, felines, and all others (i.e., rabbits, hamsters, birds, etc.).
- Works with the Veterinarian on Record and the Executive Director to ensure the smooth operation of all aspects of Animal Care, including, but not limited to ensuring that all pets in our custody receive the highest quality care possible, while promoting professionalism and high standards of customer service.
- Makes determinations regarding the disposition of animals related to adoption, transfer, and euthanasia. Required to be a maintain certification as a euthanasia tech.
- Ensures accurate recordkeeping and maintains quality control related to data entry in the shelter database.
- Works with the Animal Care Manager to coordinate disease control routines.
- Create, implement, train, and enforce all aspects of standard operating procedures (SOP's) related to animal health.
- Monitor and maintain inventory of required medications.
- Maintain a safe kennel environment in compliance with local and State regulations.
- Maintain animal health care areas and workspaces to ensure areas comply with safety standards and are free from debris, deliveries and obstacles.
- Work closely with Animal Care Manager to strategize and organize animal arrivals to achieve best flow.
- Work closely with Animal Care Techs and Animal Care Team to meet the needs of animals in Behavior Modification programs, including kennel enrichment, exercise, toileting, and progress reports.
- Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in shelter environment.
- Monitors and maintains protocols to ensure animal wellness programs are followed and actively manages disease outbreaks.
- Work with Animal Care Manager to determine overflow kennel configurations during peak seasons, keeps Executive Director abreast of population concerns, and makes recommendations for animal placement or transfers.

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- Perform duties of Animal Care Techs or Animal Care Team if short staffed or as needed.
- Assure that adoptable pets have appropriate and accurate information posted in database to promote their adoptions, both for in-house and off-site availability.
- May organize or assist with off-site adoptions, vaccination or spay/neuter clinics.

Performance Management and Supervision

- Must be a team player who leads by example.
- Provides guidance to Animal Care Manager, Team and Volunteers in all aspects of animal care including infection and disease control, safe animal handling, and animal stress reduction.
- Ensures adequate daily scheduling of Animal Care Tech(s) and anticipates staffing needs.
- Manages the interviewing and hiring of new Animal Care Techs as directed by Executive Director.
- Schedules training for staff and coordinates with other departments for cross-training.
- Conducts training for new hires on shelter procedures and data entry.
- Compiles and presents performance evaluations in a timely manner.
- Counsels employees and maintains occurrence and progress reports in regards to performance.
- Works with court assigned Community Service workers by assigning and documenting tasks.
- Participates in management meetings, event planning, strategic planning, and organizational committees as assigned.
- Maintains accurate inventory and provides monthly inventory statistical reports.
- Encourages and promotes the successful fostering of shelter animals prior to adoption.
- Provides assistance as needed or requested to Animal Care Manager, Animal Care Team, Administrative Manager, Volunteer/Foster Coordinator, and Client Services Associates.

Client Service

- Cultivate positive coworker and volunteer relations through professional, courteous, and educational interactions
- Professionally represents the Galveston Island Humane Society mission and goals.
- Practice and encourage the humane treatment of animals.
- Provide quality customer service to clients, volunteers, fosters, and staff while actively promoting our mission, services, programs, and events.
- Interact and represent the Galveston Island Humane Society daily through general public interactions that may include assisting the Client Care Team with handling animal intake and return to owners, adoptions, fostering, working with rescues groups, phone calls, and answering general questions.
- Promote donation and giving opportunities as appropriate.
- Work cooperatively with all volunteers, recognizing the talent and commitment they bring to the Society.

Safety

- Ensure a safe work environment, following all safety guidelines and modeling safe work practice.
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal, or the organization at risk.

Physical Requirements and Work Environment:

- Work is performed in a kennel/shelter setting and outdoors.
- Frequent bending, reaching, kneeling, climbing stairs, walking and, standing on feet 8-10 hours per day while performing job functions.

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- Exposure to disinfectant solutions when cleaning.
- Exposure to various weather conditions when working outdoors.
- Subject to animal bites and scratches while handling animals of questionable temperament.
- Occasional lifting of up to 50 pounds or more with reasonable accommodations.
- Consistently exposed to animals and animal allergens under conditions with limited alterations available.
- Tetanus inoculation is required or must be waived.

Reporting Relationships and Contacts:

- Report to Administrative Manager, Executive Director and Board of Directors President
- Supervises Animal Care Technicians and supports Animal Care Manager, Team and Volunteers.
- Works closely with City of Galveston Animal Services Officers related to intake of animals, bite reports, or animal cruelty cases.
- Serves in a management role related to animal care decisions in the absence of the Executive Director or Administrative Manager.
- Works cooperatively with Animal Care and Administrative Manager in all aspects of shelter work.

Knowledge, Skills, and Abilities:

- Commitment to the mission, values, goals, and success of the Galveston Island Humane Society.
- Properly administer vaccinations, perform health exams and humanely euthanize pets as needed.
- If not certified by the State of Texas DSHS as a Euthanasia Tech, must be able to obtain certification.
- Proven ability to effectively develop and manage work teams.
- Knowledge of animal welfare issues and animal sheltering operations.
- Supervisory experience; ability to provide leadership and supervision to staff and volunteers.
- Detail-oriented; ability to recognize urgency, prioritize, and act quickly during crisis management.
- Exercises good judgment when dealing with confidential information regarding the public, personnel, organizational, or animal issues.
- Excellent written and verbal communication skills with experience developing staff training programs.
- Skilled at developing and documenting effective policies and procedures.
- Computer skills in a Windows environment preferred.
- Available outside of regular work hours to respond to work-related concerns.

Qualifications (Required)

- High school diploma or equivalent. Minimum two years college, preferred.
- Minimum two years animal care and supervisory experience. Additional education in management and customer service preferred.
- Ideal candidate should have vet tech, vet assistant, and/or animal sheltering experience. Experience in animal health, animal handling, and breed identification.
- Available to work weekends, evening and holiday shifts as needed.
- Bilingual, (English/Spanish) a plus.

Revised April 2023

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