

**Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740**

Job Description

Job Title: Resource Center Supervisor
Department: Field Services
Job Code: Non-Exempt
Reports To: Field Services/TNR Manager
Job Status: Full-Time
Revision Date: February 6, 2019

Essential Duties

The Resource Center Supervisor works under the direction of the Field Services/TNR Manager overseeing the daily operations of the Resource Center and its staff and volunteers. With a focus on Managed Admissions and exceptional client service, this position collaborates cross-departmentally to secure viable alternatives to animal surrender, particularly for felines.

Tasks and Responsibilities

Trains and supports staff and volunteers in the following areas:

Receiving

- Participates in counseling patrons and providing resources as alternative to animal surrender.
- Supports the human/animal bond by providing public education and resources to patrons such as Pet Food Pantry, Public Assistance Vouchers, and Behavior and Training alternatives, and Humane Wildlife Solutions.
- Notifies the Veterinary Center, Resource Center Supervisor, Animal Care Manager or Health and Behavior Coordinators of high priority medical conditions that may need to be sent to a veterinarian for further evaluation or treatment.
- Safely handles and restrains animals using low stress handling techniques and personal protective equipment.
- Follows all protocol to minimize disease transmission by maintaining high standards of cleanliness of all animals, equipment and cages.

Lost & Found and Return to Owner

- Assists with reuniting lost pets with their guardians by matching lost and found reports and social media listings, coordinating lost and found newspaper advertisements, and processing required paperwork.
- Confirms all animals, whether received or not, have a picture in the system before being returned to owner.

Field Services and Trap/Neuter/Return

- Promotes Trap/Neuter/Return for feral/free-roaming community cats.
- Verifies outstanding citations prior to returning impounded/stray animals to owners.

Miscellaneous

- Transport animals to various locations as needed following standard state laws.
- Perform humane euthanasia and prepare bodies for rabies testing as directed (when trained)
- Report all damage and needed repairs for equipment or facility to the Facilities Manager as well as Field Services/TNR Manager.
- Fill in for other areas and perform other tasks/functions as directed by Field Services/TNR Manager.

Qualifications

- Demonstrated excellence in customer service.
- Previous formal experience in animal care and managing medical information.
- Thrives in a fast-past environment and takes initiative.
- Desire and ability to multi-task while providing guidance to staff and volunteers.
- Strong interpersonal, oral and written communication skills, with attention to detail.
- Basic computer skills.
- Ability to identify signs of animal illnesses, diseases and injuries, animal species, breeds, ages, and gender.
- Ability to learn humane animal capture and humane restraint methods and the ability to interpret animal body language.
- Committed to treating animals with kindness and respect.
- Deal with conflicts, questions, and problems in a professional manner and with consideration for the good of the organization.
- Follow the HSWC Standards of Professional Conduct.
- Follow all procedures established to maintain a safe work environment including using Personnel Protective Equipment (PPE), safe animal and chemical handling, and reporting all near misses and accidents.
- Must be at least 18 years of age, have a high school diploma or GED.
- Must have insurable valid driver's license.
- Ability to operate animal care vehicles including vans.
- Ability to be vaccinated with pre-exposure rabies.
- Availability to work daytime, evenings, weekends, and holidays.

Working Conditions

Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level in the work environment can be very loud. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. Computer usage.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.