

Supervisor, Animal Care

Fixed Term (up to 2 year contract)

About Us

The Edmonton Humane Society (EHS) has been an animal welfare leader in the Edmonton community since 1907. We strive to be a model of excellence in the advancement of animal welfare and to lead the movement in creating a more humane world. EHS is a safe haven for thousands of homeless animals each year, providing veterinary treatment, behavioral rehabilitation, care, enrichment and rehoming. Beyond animal sheltering, we engage with the community through various programs and services to support happy, lifelong bonds between people and pets.

The Role

The Supervisor, Animal Care, is responsible for overseeing the daily care of animals in shelter, ensuring the highest standards for cleanliness and compassionate care. Animal Care involves daily feeding, sanitizing kennels and cages, and providing socialization and enrichment for the animals.

The Animal Care Supervisor also supports the Adoptions and Admitting programs as required, such as assisting with adoptions, intake and transfers, processing payments, being present during hours of operation, taking part in other admitting appointments.

Key Roles & Responsibilities

Staff Management

- Hiring, recruiting, training and onboarding for Animal Care Level One, Level Two, Level Three as well as adoptions and admitting staff as needed.
- Coaching and developing staff through 1:1's, and performance development conversations.
- Consistently assessing and providing feedback to individual employees related to their roles and responsibilities
- Regular walk around kennel areas, check in with staff, and ensure team members are on task.
- Perform investigations into incidents and performance when required, identify routes to effective resolution.
- Identify and create an effective plan to improve staff morale, working in conjunction with other Supervisors, Animal Care and ultimately the Manager, Animal Care and Support Services
- Supervising and assisting department specific volunteers; coordinating workflows for them.
- Responsible for organizing and hosting regular team meetings.
- Coordinate with Animal Care needs as well as Adoptions and Admitting.

Interdepartmental Support

- Provide excellent customer service and education. Answer customer questions and concerns
- Have an understanding and are fully trained in all areas of operations -Admitting, Adoptions and Animal Care in order to provide seamless support across Operations



- Staying highly visible to the public to answer questions open hours of operation
- Resolving the customer concerns or complaints received via email, phone, etc.; de-escalating the issues and requesting for third party help when required.

Administration

- Hiring, recruiting, training, and onboarding for Animal Care staff members.
- Daily open and close administrative duties
- Review and maintain animal records on Shelter Buddy for accuracy
- Place and receiving orders for shelter supplies and create Requisitions
- Have an understanding and are fully trained in all areas of operations -Admitting, Adoptions and Animal Care.
- Perform audits daily & conduct follow ups to ensure the highest standards are being met.
- Creating and ensuring SOP's, forms and health and safety regulations are current.
- Daily Scheduling for team members both daily and vacation through ADP management.
- Presenting new projects as they arise; assisting in implementation in order to improve efficiency and effectiveness within Animal Care
- Assisting in the development of the operating and capital budgets, including capital projects

Education & Requirements

- High School Diploma or Equivalent
- One-year or more prior experience interacting with dogs and cats
- Drivers license is considered an asset

Skills & Abilities

As the ideal candidate, you have strong customer service skills and animal handling experience. You are comfortable handling all animals and including animals in distress or deceased animals. Your passion is to coach and mentor staff members, while building a team that is engaged, productive and enjoy working together towards a common goal. You are able to work in a fast-paced environment and multi-task with minimal supervision. You are an excellent communicator, with a strong understanding of emergency response protocols, with the ability to remain calm and empathic in stressful situations. You are comfortable and skilled in working with a culturally diverse staff, volunteers, and community.

Compensation & Hours

Compensation: EHS offers a competitive not-for-profit compensation and a strong work-life balance.

Hours: 40 hours a week; however, is expected to work hours as required to fulfill department responsibilities. Some evenings and weekends are required.

How to Apply

If you are looking for a rewarding career in an exciting, fast paced environment, we invite you to forward your resume and salary expectations, in confidence, by email to hr@edmontonhumanesociety.com



The Edmonton Humane Society is an equal opportunity employer and we thank all applicants for submitting their resume. However, only those candidates considered for employment will be contacted.