

## Assistant Manager of Canine Care

### Position Description

<b>Department:</b>	<b>Canine Care</b>
<b>Reports to:</b>	Manager of Canine Care & Welfare
<b>FLSA Status:</b>	Exempt
<b>Compensation:</b>	\$62,400 – \$70,000
<b>Telecommute:</b>	Occasional



### SUMMARY

The Assistant Manager of Canine Care manages a team of supervisors and volunteers and oversees daily operations including sanitization processes, health, behavioral and dietary needs, enrichment, handling, and ensures optimal care for dogs and puppies in the Canine Development Center.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Recruit, mentor, develop and successfully manages a team of supervisors to achieve the strategic objectives and the present and future needs of the canine care department.
- Leads supervisors in managing team performance through coaching, individual meetings, and performance reviews.
- Assists manager and works alongside supervisors in overseeing day-to-day operations. The assistant manager will fill in for dog care supervisors, working alongside husbandry team members as needed for canine care duties.
- Partners with Manager of Canine Care & Welfare and other cross-functional groups to oversee and implement enrichment protocols to support incoming dogs, career change dogs, medical restrictions and dogs assigned to fosters.
- Assists with management duties such as facility inspections, departmental goal setting, managing escalated situations and difficult conversations.
- Develops content for SOPs for operational processes and manages updates, editing, archives, distribution and training for husbandry teams.
- Assists in tracking departmental metrics of success and supervises the use of the CRM software system to ensure dog records are updated and entered accurately and in a timely manner.
- Serves as an active monthly participant of the Enrichment Committee and Safety Committee.
- Performs other duties as assigned.

### EDUCATION AND EXPERIENCE

Education in facility operations management, animal science, animal behavior or a related field preferred. Minimum of 1 years' experience in people and facility management in animal facility operations required. Demonstrated understanding of facility processes, infrastructure and environmental conditions, operational flow, and

colony space management. Understanding of canine health or behavioral abnormalities that require follow-up is preferred.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent interpersonal skills and collaborative style; ability to establish and maintain effective relationships with other team members, volunteers.
- Strong leadership and planning skills, ability to create and execute strategic goals and objectives, and support projects and departments.
- Sound knowledge of the principles, practices and techniques of facility sanitization processes and kennel operations, animal enrichment and welfare standards.
- This position may be required to be on campus when deemed necessary at the direction of management.
- Excellent oral and written communication skills, as well as strong organizational skills, and have acuity with detail.
- Extremely well organized and self-directed with the ability to work well under pressure, handle multiple priorities and meet deadlines.
- Ability to use current version of Microsoft Office software and create, read, and interpret reports and other data as needed.
- Ability to evaluate and interpret data, define problems, analyze business issues, and develop workable solutions.
- Possess sound business judgment, exercise professional conduct, understand and follow business ethics and standards, and maintain a high level of confidentiality in all duties.
- Willing to perform general public relations duties on behalf of Leader Dog (perform tours, answer general questions, be a professional and courteous representative of Leader Dog, etc.).
- Ability to establish and maintain professional, productive and courteous interactions with employees that promote positive teamwork, as well as with volunteers, donors, clients and all constituents of Leader Dog. This encompasses going beyond giving and receiving instructions and includes but is not limited to (a) performing work activities requiring interacting or speaking with others; and (b) responding appropriately to constructive feedback or suggestions for improvement from a supervisor.
- Must be willing and able to work with and around large dogs or puppies on a daily basis.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon receiving notice, reasonable accommodations may be made, if possible, to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, bend, crouch, kneel and reach with hands and arms. The employee frequently is required to climb or balance. While performing the duties of this job, the employee is regularly required to communicate and exchange accurate information using various methods including in-person, telephone and email. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception in order to effectively assess canine behavior and potential hazards.

Leader Dogs for the Blind reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities and position title as it deems necessary to meet the needs of its business.

Leader Dogs for the Blind is an at-will employer. This means that the employment relationship may be ended at any time without notice by the employer or employee for any reason. Neither this document, nor any manual issued by Leader Dogs for the Blind, is a contract of employment.

#### **APPLY**

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=227652&clientkey=432B00859E877B824B2E13516B0D737A>