



REBA'S

Position: Kennel Manager

Reports to: Executive Director

Schedule: Tuesday-Saturday

8:00 am-4:00 pm

Full-time

Flexibility to work holidays and occasional evenings as required

Compensation: \$28-\$30/hour

Job Summary

The Kennel Manager is a hands-on working position. The Kennel Manager coordinates, guides, and actively contributes to the daily operations of Reba's Adoption Center/sheltering facility, ensuring a safe, clean, and nurturing environment for animals while they await adoption placement. The position is also responsible for monitoring and contributing to the upkeep and stewardship of the facility. With a strong focus on animal welfare, the Kennel Manager ensures that all pets receive proper care, including feeding, exercise, enrichment, and medical attention. Through effective leadership and organizational skills, the Kennel Manager supports continued process improvement and professional training for a small, dedicated team. The Kennel Manager serves as a member of the management team.

Job Duties and Responsibilities

- Actively lead and monitor daily operations of the kennel, including feeding, medication administration, exercise, and enrichment routines for all animals.
- Implement and maintain cleanliness and sanitation protocols to ensure a healthy environment for animals and staff. Regular disinfection of kennels, proper waste disposal, and adherence to health and safety regulations are necessary to prevent the spread of illness.
- Coordinate daily task assignments, documentation, and training activities to ensure high-quality animal care and customer service across the team. Supports training programs for staff and volunteers that may cover animal handling, animal behavior, health and safety protocols, breed knowledge, customer service, and administrative duties.
- Assist the Operations Manager with intake exams and scheduled offsite veterinary appointments for regular health checks, vaccinations, and treatment of any medical conditions for animals in the kennel.
- Assist the Operations Director with temperament and compatibility testing across species.
- Implement and train team on documentation procedures for behavioral observations and enrichment activities.

- Work with the Operations Manager to develop and enforce kennel policies and procedures, including animal intake and adoption processes, to ensure safety and compliance with local regulations.
- Develop tailored diets for each animal to ensure optimal health and energy levels. Coordinate with the Operations Manager for specialized nutrition plans and monitor dietary effects, adjusted for the animals' well-being.
- Mentor team and volunteers on animal care nuances. Impart technical knowledge and foster a team dynamic emphasizing compassion, efficiency, and safety.
- Completes and supports Adoption Counselor and Customer Service training programs and requirements.
- Communicate detailed documentation, reporting, and feedback related to each animal as an individual to ensure the best adoption placement.
- Assists the Operations Manager with inventory management for pet supplies, food, enrichment supplies, and medication, ensuring availability and cost-effectiveness.
- Assists with the planning and execution of emergency preparedness drills and protocols for natural disasters or other emergencies affecting the kennel and the safety of the animals.
- Maintain proper care and use of transport van, kennels, equipment, and storage container organization.
- In collaboration with the Operations Director, trains the team and volunteers on transport protocols. Trains and engages volunteers to support daily operations, animal care, offsite outreach, and event participation. Participates in the transport of animals as needed.
- Support adoption programs and provide animal details and photos to increase the animal's visibility in the community.
- Trains team and volunteers on community/offsite animal handling with the public.
- Attends community outreach events as required.
- Works collaboratively with the Operations Manager for employee performance reviews and disciplinary actions when required.
- Provides background data and feedback for resource allocation and budget development.
- Supports a philanthropic culture and attends fundraising events when required.

Education, Experience, and Job Fit Requirements

- High School Diploma, associate or bachelor's degrees
- Studies in biology, business administration, or animal-related fields can provide a solid foundation for this role.
- Valid driver's license.
- Experience in team leadership, operational management, and animal behavior observation is beneficial, fostering a well-rounded skill set for effectively managing small teams and volunteers.
- Exceptional interpersonal and communication skills. Implements mature, professional, and inclusive communication practices.
- Ability to be flexible, seek input, and case manage individual animal and herd health decisions.

- Experience with shelter management and veterinary software, Google, and Microsoft Office.
- Thorough understanding of animal health care and fear-free practices, including recognizing symptoms of illness, injury, and decline in an animal's mental state.
- Exceptional and compassionate animal handling skills for both dogs and cats.
- Animal behavior knowledge and analytical skills required.
- Experience in tailored animal care plans developed to meet the unique needs of each animal, promoting a peaceful and stress-free environment.
- Animal health care experience preferred, including the ability to recognize symptoms of illness and injury.
- The ability to consistently motivate and guide staff and volunteer teams on animal care and behavior nuances is essential.
- Communicate effectively and empathetically with prospective adopters.
- Professionally handling feedback with a solution-oriented approach is essential for reinforcing team development, the organization's reputation, and fostering long-term relationships.

Kennel Manager Work Environment

The Kennel Manager operates in a dynamic environment where the well-being of animals is the focal point. Their workspace is primarily within the kennel facility, encompassing office areas for administrative tasks and animal housing for direct care activities. The setting demands practical attire suited for hands-on animal interaction, emphasizing comfort and safety within Reba's brand. Tools and equipment range from computers and management software to cleaning supplies and animal care items. To ensure continuous animal care, work hours might extend beyond the typical nine-to-five, including weekends and holidays.

The social atmosphere is built around a shared commitment to animal welfare, fostering a supportive and collaborative team environment. Noise levels can be high, given the nature of working with multiple animals. Despite the challenges, the role offers a unique blend of direct animal care and administrative tasks, making it a fulfilling choice for those passionate about animal welfare.

Advancement Prospects

Is there an opportunity for advancement? Yes, Reba's Animal Rescue is a growing organization. The Kennel Manager can advance to a higher managerial role. Progression often involves:

- Gaining extensive experience in kennel management.
- Demonstrating exceptional leadership and team development.
- Understanding advanced animal care techniques.

To achieve such advancement, a Kennel Manager should focus on enhancing operational efficiencies, improving animal care standards, and developing strong team management skills. The position is critical to increasing Reba's adoption outcomes and maintaining an exceptional customer experience.