



Title: Dog Area Supervisor
Reports to: Shelter Manager
Direct Reports: Canine Animal Care Techs
Status: Full Time, hourly

SUMMARY:

The Dog Area Supervisor ensures the shelter's dog area runs smoothly each day, leading kennel staff and volunteers in providing excellent care for both animals and visitors. Key responsibilities include intake, medical support, cleaning and sanitation, behavior evaluations, enrichment activities, and adoptions. The Supervisor trains and supports the team, helping them succeed in their roles while keeping records and procedures accurate and up to standard. They also collaborate closely with veterinary, behavior, and leadership staff to maintain a safe, well-organized, and compassionate environment that prioritizes excellent animal care, customer care, staff safety, and efficient operations.

DUTIES AND RESPONSIBILITIES

- Provide training, mentorship, scheduling support, and daily oversight of kennel staff and volunteers.
- Ensure staff follow protocols and maintain a safe, positive, team-oriented environment.
- Conduct performance feedback, coaching, and disciplinary actions in line with shelter policies.
- Oversee animal intake and confirm timely, accurate data entry in the shelter database.
- Ensure dogs receive prompt medical and behavioral evaluations, escalating concerns as needed.
- Monitor daily health, feeding, elimination, and behavior, and report changes promptly.
- Supervise cleaning staff and volunteers to verify cleanliness, safety, and animal comfort throughout the dog area, per protocol.
- Perform and/or oversee proper administration of medications and treatments as directed by the medical team and Shelter Manager.
- Develop and supervise enrichment, exercise, training, and socialization programs.
- Monitor and maintain inventory of supplies, medications, equipment, and PPE.
- Ensure accurate, up-to-date, and complete animal behavioral, medical, and status information for staff, adoptions, and fosters is logged into the shelter database and related logs.
- Assist with adoptions, paperwork, and record updates as needed.



- Conduct timely follow-ups with Slumber Party and foster homes.
- Collaborate with the Foster Coordinator to identify dogs suitable for foster care.
- Provide professional, timely responses to adopters, fosters, and public inquiries.
- Train and coordinate dog area volunteers in collaboration with the Volunteer Coordinator.
- Actively participate in staff meetings and weekly shelter rounds.
- Maintain positive, professional communication across departments and with the public to support smooth shelter operations.
- Enforce safety protocols for animal handling, cleaning, and staff protective equipment.
- Maintain compliance with all laws, regulations, and shelter policies.
- Identify and address facility hazards, disease risks, and handling concerns promptly.
- Fill in for direct reports as needed
- Perform other duties as assigned to support overall shelter operations.

Essential Skills and Experience

Required:

- Educational background—High school diploma or equivalent.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Strong supervisory and customer service skills
- Demonstrates strong organizational skills (record keeping, time management, follow-up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Ability to create and foster a collaborative team environment.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong analytical, problem-solving, and reasoning ability.
- Ability to take direction, follow instructions accurately, and accept constructive criticism.
- Prior animal handling experience and experience in an animal shelter or related field preferred.

WORKING CONDITIONS/PHYSICAL DEMANDS

- Due to the nature of shelter work, potential exposure to zoonotic diseases, dangerous and fractious animals, potentially harmful chemicals and drugs, and high noise levels.
- Requires working with and among shelter animals.
- Must be able to handle dogs, including large breed dogs, safely.



POPE MEMORIAL
HUMANE SOCIETY

- Ability to lift and carry animals of varying sizes, equipment, and supplies over 50 pounds with reasonable accommodation.
- Ability to stand for several hours up to an 8-hour shift.
- The position also requires bending, stooping, and kneeling.
- Must possess and maintain a valid Maine class C driver's license and have a satisfactory driving record.
- One weekend day required. Willingness to work some holidays.