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Animal Care Shelter Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM128	**Animal Care Services**	**Animal Care Shelter Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**May 22, 2026**

The Animal Care Shelter Supervisor provides supervision to Animal Care Technicians, Animal Care Technician Seniors, and volunteers. This includes hiring, training oversight, performance assessment, coaching, disciplinary action, and terminations. Supervises operations of kennels, catteries, and animal holding areas at the facility or facilities. Resolves complex animal sheltering issues as they arise. May conduct behavior evaluations of animals in County care and/or train staff in proper behavior evaluation techniques according to department protocols. Provides supervision and training to department volunteers and shelter staff.

Job Description

DUTIES AND RESPONSIBILITIES

- Plans, organizes, and supervises animal shelter operations to ensure high performance by Animal Care Technicians, Technician Seniors, and volunteers.
- Supervises assigned staff, including assigning work, training, scheduling, approving leave, completing evaluations, and administering corrective or disciplinary action.
- Ensures OSHA compliance regarding chemicals, safety, and PPE use.
- Monitors animal health, recognizes signs of illness, and collaborates with veterinarians to implement health protocols.
- Works to meet Capacity for Care standards.
- Assists in developing, implementing, and evaluating behavior modification and enrichment programs. Carries out assigned behavior and kennel enrichment activities.

- Maintains up-to-date training materials. Trains staff in areas such as animal husbandry, behavior, handling, customer service, disaster response, and data entry. Maintains training records.
- Supports managers in budget planning, and in developing and implementing departmental goals and priorities.
- Attends professional meetings and stays informed on best practices and trends in the animal welfare industry.
- Provides high-quality customer service during adopter interactions and responds to information requests. Helps match adopters with suitable animals.
- Manages inventory, equipment, and supply orders for the sheltering section.
- Ensures euthanasia reduction policies are followed, including the proper use of criteria for determining euthanasia.
- Ensures kennel functions are properly staffed and aligned with management directives.
- Assists with animal disaster response and emergency shelter setup. Ensures sheltering equipment and vehicles are maintained and ready.
- Provides excellent care to a variety of animals including domestic pets, livestock, and exotics.
- Safely handles and transports animals on and off-site using a county vehicle.
- Assists in cleaning and disinfecting animal enclosures, equipment, vehicles, and work areas. Uses provided PPE for safety.
- Attends morning debriefings, committee meetings, or represents the Animal Care and Sheltering Manager when needed.
- Recommends and helps implement operational goals and objectives.
- Monitors and evaluates staff and volunteer performance, providing feedback and guidance as needed.
- Uses Chameleon Database and other office software to complete work and track data.
- Responds to staff inquiries and act as a liaison between administration, staff, and volunteers.
- Motivates and supports staff through coaching, problem-solving, and professional development.
- Performs minor shelter repairs and coordinates work orders with County maintenance.
- Serves as a liaison to County-approved rescue partners and foster caregivers when facilitators are unavailable.
- Performs the duties of lower-level classifications when necessary.
- Performs euthanasia tasks when required.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- High school diploma or GED.
- Five (5) years of experience in a customer service role.
- One (1) year of work experience in an animal welfare related field including direct experience handling domestic dogs and cats
- One (1) year in a supervisory capacity.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Individuals performing euthanasia must hold a valid Euthanasia Technician license issued by the State of New Mexico Board of Veterinary Medicine.
- Prior approval from the Director of Animal Care is required before performing euthanasia tasks.
- Obtain New Mexico certification as a Euthanasia Technician within nine months of hire.

WORKING CONDITIONS

- Duties may be performed indoors or outdoors.
- Indoor duties are typically performed in a temperature-controlled environment.
- Work surfaces include carpet, tile, concrete, dirt, rock, and other similar materials.
- Outdoor duties may expose the worker to natural weather conditions; a County vehicle may be used.
- Worker may be exposed to animals, aggressive animals, bites, diseases, odors, dander, animal byproducts, and cleaning chemicals.
- Worker may interact with emotional and/or hostile members of the public.
- Worker is exposed to intermittent noise levels.

- Duties may be performed independently or as part of a team.
- Shiftwork is required; schedules may include extended hours, weekends, holidays, and disaster response.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment used may include a computer, telephone, multi-line phone systems, general office equipment, animal handling tools, sanitation supplies, vehicles, and other necessary equipment.
- Materials include logs, forms, paperwork, writing utensils, manuals, and emergency procedure guides.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.