



Dane County Humane Society
Helping People Help Animals

5132 Voges Road • Madison, WI 53718
(608) 838-0413 • giveshelter.org

Job Title: Admitting and Intake Supervisor

Reports to: Intake and Foster Manager

Hours: 40 hours per week

Scope of Position: Responsible for the supervision of animal admittance, including pre-intake support counseling, diversion programs and scheduling of intakes. Responsible for the initial examination of incoming animals, completion of intake medical protocols and administration of medications throughout an animal's shelter stay. Responsible for regular participation in daily population rounds and maintaining accurate animal records. This is a fulltime salary non-exempt position.

Duties and Responsibilities:

Admitting (40%)

- Provide oversight of admitting procedures, including examinations, vaccinations, deworming and preventative schedules, administration of medications and communication of medical concerns with veterinary staff.
- Assist with medical review and scheduling of upcoming medical needs for incoming transfers.
- Establish, enforce, and evaluate intake and admitting procedures.
- Create and maintain training materials and programs for staff and volunteers.
- Fill in as needed for Admitting Technicians.
- Other duties as assigned.

Intake (40%)

- Provide oversight for animal intake procedures, including profile reviews, customer consult calls, diversion programs and scheduling of intake appointments to ensure smooth operations.
- Provide oversight for the collection and entry of animal intake records, including medical and behavioral information.
- Establish guidelines and a system for responding to customer service concerns.
- Compose, monitor, and maintain all outgoing written communications, including intake contracts, to ensure accuracy and professionalism.
- Implement and oversee a system for recovering intake and service fees, following established guidelines.
- Create and maintain training materials and programs for staff and volunteers.
- Fill in for Intake staff as needed.
- Other duties as assigned.

Cat/Dog Population Management (10%)

- Participate in population rounds for cats/critters and dogs.
- Conduct follow up tasks from rounds to ensure efficient animal flow.

Personnel (10%)

- Review, interpret and evaluate DCHS policies and procedures.
- Hire, train, evaluate and dismiss staff and volunteers.
- Ensure that staff schedules are up to date and both departments have adequate coverage.
- Oversee the orientation and onboarding process for new staff and volunteers.
- Oversee training of new personnel, updating training files as needed. Ensure staff are trained properly and in a timely manner.
- Oversee supervision of volunteer needs and address volunteer concerns.
- Run regular department meetings to communicate with staff directly and efficiently.
- Guide and support staff and volunteers in continuing education and professional development.

Qualifications/Requirements:

- High school or equivalent education, with advanced training or experience with a variety of animals preferred.
- Critical evaluation and observation skills with strong attention to detail.
- Team oriented with good public relations, communications, and people skills.
- Ability to work efficiently and independently.
- Possess strong organizational skills.
- Must have excellent written and oral communication skills and computer skills.
- Ability to think critically and strategically in order to carry out mission, goals and objectives of the programs of the organization.
- Ability to be self-directed and creative.
- Proven ability to relate to a diverse population.

To Apply:

To apply please send a cover letter and resume to Jessica Christianson jchristianson@giveshelter.org

Staff Equal Employment Opportunity Statement: At Dane County Humane Society, we know our work of helping people help animals directly benefits from having a diverse and inclusive workforce. DCHS is proud to be an equal opportunity employer that strives to represent the community it serves by employing people with a variety of backgrounds, perspectives and skills. Diversity and inclusion are celebrated and embraced at Dane County Humane Society. We will not discriminate against or give preference to any person because of race, color, religion, age, sex, national origin, handicap or disability, ancestry, sexual orientation, gender identity or expression, marital status, arrest or conviction record, genetic information, veteran status or other class protected by applicable law. DCHS puts people first and we are happy to work with employees and applicants to remove barriers and put any necessary accommodations into practice.