



Job Description: Community Care Team Lead

About Us: The Aggieland Humane Society provides humane care and placement for homeless and abandoned animals, promotes the human-animal bond, and promotes responsible pet ownership to enhance the quality of life for the people and animals in our community. Our vision is to become a leader among animal welfare organizations. We offer progressive, lifesaving programs and services, including animal sheltering, community spay/neuter, TNR, animal transfers, foster care, outreach events, volunteering, community food pantry, and more. Aggieland Humane Society is the municipally contracted animal shelter for the City of College Station and for Brazos County.

Position Specifics:

Title: Community Care Team Lead

Reports to: Executive Director

Status: Full-Time, Non-Exempt

Compensation: \$15.50-17.00/hour, dependent upon experience.

Description: Provide day-to-day management and oversight of the community-facing departments of Aggieland Humane Society. This includes supervising and training Community Care Team Members, managing customer service operations, processing intake and outcome, coordinating Rabies Quarantine, following up on microchips, and assisting with community events and programming. This position will be on a growth and professional development track for potential career advancement within the agency.

General Duties:

- Follow protocols and standards of care set forth by the Aggieland Humane Society.
- Ensure compliance with relevant animal sheltering regulations and laws (Texas Department of State Health Services), including Rabies Quarantine regulations/LCRA standards.
- Train, develop, and supervise community care team members.
- Create department staffing schedules; ensure compliance.
- Order product inventory within the established budget.
- Collaborate with other shelter leaders to staff, execute, and prepare for adoption and community events.
- Additional duties as assigned by the Executive Director.

Technical Duties:

- Train, monitor, and coach staff performing tasks regarding animal intake, outcomes, adoptions, customer service, and other community programs upon development.
- Provide compassionate and ethical care to all people and animals in need.
- Oversee the services provided by Aggieland Humane for the benefit of the people and pets within the community, ensuring a judgment-free experience for recipients.
- Diffuse difficult situations, often in high-stress situations, with thoughtful rationale and discretion.

Requirements:

- High school diploma or equivalent.
- 1+ year supervisory or shift lead experience.
- 1-2 years of customer service, reception, or similar experience.
- Proficient in the English language.

Preferences:

- Associate's degree in a related field of study.
- Bilingual English/Spanish, conversation-level competency.
- 1+ year of animal welfare experience.
- 1+ year of non-profit experience.

Other:

- Ability to handle the stress and fatigue of animal sheltering operations required; ability to prioritize one's mental health strongly encouraged.
- Ability to lead a team and work as a team member to promote the mission and vision of Aggieland Humane Society, encouraging positive and impactful work within the community.
- Excellent communication and interpersonal skills are required.
- Advanced computer skills and ability to learn shelter management software.
- Must obtain Texas Euthanasia Performer Certification within 6 months of hire.

To Apply: Please submit your application and resume to Katrina Ross, Executive Director: kross@aggielandhumane.org.