Job Description: Community Care Manager

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 Manager
Reports to: Executive Director
Status: Full-Time, Exempt
Compensation: $45,000-50,000 annually, depending on experience.

Description: The Community Care Manager provides leadership, management, and operational oversight of Aggieland Humane Society's community-facing services and customer service operations. This position manages the daily functions of the Community Care Department, directly supervises and develops Community Care Team Members, and ensures consistent, efficient, and compassionate service delivery to the public.

Responsibilities include overseeing customer service operations, animal intake and outcomes, adoptions, lost-and-found services, community inquiries, rabies quarantine coordination, and related administrative functions. The Manager ensures staff follow departmental processes, receive appropriate training and support, and that community members receive accurate information and a professional, judgment-free experience when accessing Aggieland Humane Society's services. This position works collaboratively with other departmental leaders to support organizational operations, facilitate communication between departments, and advance the organization's mission and lifesaving objectives.

General Duties:

- Uphold the Base Code of Conduct, Workplace Culture Agreement, and organizational policies and procedures.
- Provide direct supervision, leadership, and accountability for Community Care Team Members, establishing clear expectations and ensuring consistent performance.
- Recruit, onboard, train, develop, and evaluate departmental staff; provide ongoing coaching, feedback, and corrective direction as needed.

- Develop and maintain departmental staffing schedules to ensure appropriate coverage, adherence to established scheduling expectations, and effective personnel allocation.
- Establish and maintain departmental workflows, procedures, and service standards to promote efficiency, accuracy, and consistency.
- Monitor departmental performance, identify operational challenges, and implement improvements in coordination with the Executive Director.
- Ensure compliance with applicable local ordinances, state regulations, and organizational policies governing animal intake, placement, rabies control, and public-facing services.
- Oversee departmental inventory and supply needs, including purchasing and ordering within established budget parameters.
- Maintain appropriate departmental records, documentation, and administrative processes.
- Foster effective working relationships and communication between Community Care and other organizational departments.
- Collaborate with shelter leadership to coordinate staffing, preparation, and execution of adoption events, outreach activities, and community programming.
- Address escalated customer concerns and personnel matters with sound judgment, professionalism, and discretion.
- Communicate departmental needs, operational concerns, and relevant performance updates to the Executive Director.
- Perform additional duties as assigned by the Executive Director in support of organizational operations and the agency's mission.

Technical Duties:

- Oversee daily customer service operations, ensuring community members receive timely, accurate, welcoming, and compassionate assistance in person, by telephone, and through electronic communication.
- Manage the department's animal intake and outcome processes, including stray intakes, owner surrenders, tagged animals, bite reports, adoptions, and other shelter transactions.
- Oversee adoption application processing and review, ensuring consistent application of organizational adoption policies and procedures, including communication with applicants regarding approvals, additional information, and next steps.
- Ensure appropriate coordination of animal intake, placement, and outcome activities with Animal Care staff, Animal Control Officers, and other relevant personnel.
- Oversee lost-and-found services, including inquiries, animal identification, microchip follow-up, and coordination with owners and other agencies as appropriate.
- Ensure accurate processing and maintenance of animal records, customer information, transactions, and supporting documentation within PetPoint and other organizational systems.
- Oversee the department's financial transaction procedures, including cash handling, payment processing, and reconciliation of assigned transactions.

- Ensure Community Care staff are knowledgeable and proficient in organizational programs, services, policies, local animal ordinances, and applicable state laws.
- Provide operational oversight of rabies quarantine cases, ensuring appropriate communication, documentation, and adherence to established quarantine procedures in coordination with the designated Rabies Control Authority administrative oversight.
- Ensure accurate and timely processing of rabies-related documentation, bite reports, and other required records in accordance with established protocols.
- Monitor the quality and consistency of customer interactions, providing direct guidance and intervention when situations require additional support or resolution.
- Establish and maintain processes for handling difficult or sensitive public interactions, including owner surrenders, animal-related complaints, adoption concerns, and other emotionally charged situations.
- Coordinate with other departments to resolve service-related issues, address operational gaps, and ensure appropriate follow-through on community member needs.
- Maintain proficiency in PetPoint and other organizational software and ensure staff receive appropriate training in the systems necessary to perform their responsibilities.
- Ensure the department maintains organized records, completes required paperwork, and follows established procedures for daily opening, closing, and facility security.

Requirements:

- High school diploma or equivalent.
- 2+ years of supervisory or management experience, preferably with direct responsibility for staff development and departmental operations.
- 2+ years of customer service, reception, administrative, or similar experience.
- Demonstrated ability to manage competing priorities, establish workflows, and maintain operational accountability.
- Proficient in the English language, with strong written and verbal communication skills.

Preferences:

- Associate's or bachelor's degree in business administration, management, public administration, animal welfare, or a related field.
- 2+ years of animal welfare, animal sheltering, or related nonprofit experience.
- Experience managing customer service or public-facing operations.
- Experience with animal shelter management software, preferably PetPoint.
- Bilingual English/Spanish, conversation-level competency.

Other:

- Demonstrated ability to lead, develop, and hold employees accountable while fostering a collaborative and respectful workplace culture.
- Strong organizational, problem-solving, and decision-making skills, with the ability to exercise sound judgment and discretion.
- Excellent interpersonal and communication skills, including the ability to navigate difficult conversations and de-escalate high-stress situations.

- Ability to balance administrative responsibilities with active, hands-on departmental oversight.
- Advanced computer skills and the ability to learn and effectively utilize organizational software, including PetPoint, Jotform, and Google Workspace.
- Ability to work evenings, weekends, and holidays as needed to support organizational operations and community events.
- Ability to work collaboratively with leadership and other departments while maintaining ownership and accountability for departmental responsibilities.

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