



JOB POSTING NOTICE

POSITION: HUMANE INVESTIGATIONS SUPERVISOR
REPORTS TO: SENIOR DIRECTOR OF OUTREACH AND CRUELTY INVESTIGATIONS
STATUS: FULL TIME, EXEMPT
SALARY: \$67,000/ANNUALLY
DATE: OCTOBER 15, 2026

POSITION SUMMARY AND MINIMUM QUALIFICATIONS:

This position is responsible for providing leadership, supervision, and operational oversight of the Humane Investigations Department. The Humane Investigations Supervisor oversees Humane Investigators, the Lead Humane Investigator, Dispatch and Case Coordinator, and Rescue Agents while ensuring investigations, rescue responses, and community-based interventions are conducted professionally, consistently, and in accordance with organizational policies and applicable laws. The successful candidate will support a prevention-focused approach to animal welfare that emphasizes education, resource connection, and early intervention whenever appropriate while recognizing enforcement as an important responsibility when necessary to protect animals and public safety. This position works collaboratively across the organization and community to strengthen animal welfare outcomes and support department effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides day-to-day leadership and operational oversight of the Humane Investigations Department.
- Serves as the department's operational leader, ensuring alignment with organizational priorities and supporting the strategic direction established by the Senior Director of Outreach and Cruelty Investigations.
- Ensures investigations, rescue responses, dispatch activities, and community response efforts are conducted effectively, professionally, and in compliance with applicable laws and organizational policies.
- Assigns, reviews, and monitors casework to ensure timely, thorough investigation and resolution.
- Responds to complex, high-profile, or sensitive cases and provides operational support during emergencies and critical incidents.
- Provides leadership and direction for department operations and promotes a culture of professionalism, collaboration, accountability, and continuous improvement.
- Establishes performance expectations, conducts evaluations, provides coaching, supports professional development, and fosters a positive, trauma-informed workplace culture.
- Develops and maintains departmental policies, procedures, training programs, operational standards, and workload management practices.
- Oversees case management systems, records, reporting, and documentation to ensure accuracy, consistency, and accountability.
- Analyzes departmental data and prepares reports to support planning, evaluation, and decision-making.
- Develops and maintains collaborative relationships with law enforcement agencies, the District Attorney's Office, Dog Control Officers, municipal partners, animal welfare organizations, and other community stakeholders while representing the organization in community and interagency initiatives.

- Promotes prevention-focused strategies through education, resource navigation, pet retention, and early intervention while ensuring appropriate enforcement action when necessary to protect animal welfare and public safety.
- Provides guidance related to investigations, legal documentation, court preparation, and prosecution support.
- Participates in organizational initiatives, strategic planning efforts, and other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree in Criminal Justice, Animal Welfare, Public Administration, Human Services, Business Administration, or a related field preferred.
- Minimum of three years of supervisory or management experience required.
- Experience in animal welfare, investigations, law enforcement, public safety, emergency response, or community services preferred.
- Experience working with companion animals and knowledge of animal welfare issues preferred.
- Training in trauma-informed response, crisis intervention, conflict de-escalation, motivational interviewing, customer service, and other department-required certifications and continuing education preferred. Candidates who do not possess required training at the time of hire must successfully complete department-approved training and certification requirements within established timeframes.
- Proficiency with Microsoft Office applications, databases, reporting systems, and case management software.

CERTIFICATION AND LICENSES

- Valid New York State Driver's License and acceptable driving record.
- New York State Peace Officer Certification.
- Annual Peace Officer qualifications and training as required by law.
- Fear Free Shelters Certification required or must be obtained within a department-established timeframe following hire.
- Firearms qualification, if required by assigned duties.
- Defensive tactics certification, if required by assigned duties.
- Ability to obtain and maintain all certifications, licenses, and qualifications required to perform assigned responsibilities.

If you are interested and meet the qualifications, please send your resume to julies@yoursPCA.org