



## **JOB DESCRIPTION ADOPTION MANAGER**

**REPORTS TO:** CEO

**SUPERVISES:** Adoption Counselors, Front Desk Reception

**SUMMARY:** The Adoption Manager hires, supervises and trains adoption counselors. S/He manages retail sale activities in the Adoption's Department. S/He is responsible for creating a high performance and customer service oriented culture by developing procedures which optimize the number of successful placements of PAWS Humane animals. S/He will also manage the retail store to sell goods and services that will enhance the adoption experience. The Adoption Manager's goal is to maximize the number of animal lives saved in order to achieve PAWS Humane's vision of a "no-kill" community. This should include developing relationships with rescue groups to transfer animals safely. **The Adoption Manager is a "working" manager and will spend a portion of each day on the adoption floor.**

### **RESPONSIBILITIES**

#### **Supervisory:**

- Directly supervise and train employees which includes, but is not limited to:
  - a) maintaining an up-to-date adoption manual along with forms and procedures used in daily activities; performing 90-day and annual performance evaluations; provide disciplinary actions as needed; review/update job descriptions as needed. Both performance evaluations and disciplinary actions should be reviewed with CEO or Finance/Administrative Director prior to meeting with employee.
- Develop an employee work schedule with emphasis on predictability, optimization of time to meet the objectives of each day, and provide adequate coverage to maintain a high level of customer service.
- Build up lead staff member(s) to ensure 7-day/week coverage by lead or manager during regular adoption hours and off-sites.
- Be the point person whenever possible in the event of a disgruntled customer.

#### **Animal Placement:**

- Adoption Manager is responsible for developing and maintaining sound adoption policies, procedures and forms. Manager will develop and implement in-house training program using webinars and printed materials available from HSUS, ASPCA, Maddie's Fund and other organizations to keep staff current on national trends. Regular trainings should be scheduled quarterly. S/He will make recommendations to upper management to plan for, and implement change.
- Adoption Manager will ensure excellent customer service by ensuring timely communication from management of any new or pertinent information. If manager cannot attend a semi-monthly manager

meeting a lead staff will be substituted in order to ensure information is communicated. Manager will train employees on the policies and procedures of PAWS Humane as well as basic customer service principals to help ensure the most successful adoptions.

- Adoption Manager will create and maintain an adoption follow-up program according to national best practices. This includes creating protocol to ensure (through staff coaching and training) that meaningful interventions, to include behavior training or veterinary services, are offered during follow-up contact.
- Adoption Manager will develop relationships with various rescue groups, especially foster based breed rescue groups and other organizations to help place a larger numbers of animals beyond in-house adoptions.
- Adoption Manager will operate as point person between CPDT and staff to communicate behavioral concerns and resolutions.

**Retail:**

- Adoption Manager is responsible for ensuring that retail store is adequately stocked with merchandise appropriate to our customers' needs and wants in order to enhance the adoption experience and maximize retail earnings for PAWS Humane.
- Adoption Manager will fully train his/her staff members to operate the point of sale system according to procedures developed by the Director of Administration and Finance. Every adoption department staff member should be able to trouble shoot issues with software and equipment and able to open and close each day. Daily reports should be complete and error free. Manager will ensure accurate inventories are submitted on a timely basis and that discrepancies are resolved satisfactorily.

**Other:**

- Work with staff to ensure that bathrooms and other common areas remain clean and well stocked after morning cleaning.
- Ensure adoption staff check cat rooms hourly, scoop litter boxes and spot clean as needed so that rooms remain clean and odor free after morning cleaning.
- Ensure adoptions staff monitor dog adoption floor to assist customers and spot clean kennels once the floor opens the public each day.
- Participate in planning and executing special events.
- This job, like all jobs, may evolve over time. PAWS Employees are expected to maintain a willingness to perform other duties as assigned.

**QUALIFICATIONS:**

- AA or BA Degree a plus.
- Prior experience working with animals and/or animal welfare is preferred.
- Retail or other experience in customer relations.
- Understanding of "no-kill" terminology and our cooperative approach to achieving this goal as a community.
- Must have a valid driver's license and reliable transportation.
- Must be able to perform fast-paced, physically strenuous labor.
- Must be able to lift a minimum of 50 pounds.