

## **Nevada Humane Society – Job Description Adoption Manager**

### General Position Summary:

The Adoption Manager is responsible for adoptions, both on and off site, which includes meeting adoption goals, ensuring quality customer service, maintaining accurate record keeping, and scheduling, coordinating and supervising staff and volunteers. Additionally, the Adoption Manager oversees small animal care the public side of animal admissions and clinic reception. The role includes overseeing public and volunteer interaction and information dissemination at the front desk, fostered animal disposition, community service tasking, the pet food assistance program, as well as being responsible for in-shelter money receipts.

### Responsibilities include:

- Ensuring that staff and volunteers are trained in all policies and procedures and that they deliver quality customer service, including assisting people with finding appropriate pets by facilitating introductions to appropriate animals and disseminating appropriate information.
- Taking the necessary steps to ensure that adoption goals are met.
- Ensuring that animal admission interactions include counseling to try to keep animals in homes and to get animals neutered whenever possible.
- Providing high-quality customer service to people who visit or call NHS.
- Overseeing the care of small animals including, but not limited to rabbits, gerbils, hamsters, rats, ferrets, birds, and reptiles.
- Assisting the Director of Operations with his or her work as needed.
- Monitoring the activity on the adoption floor and assisting customers as needed.
- Resolving problems and addressing any customer dissatisfaction.
- Using shelter management software to effectively and efficiently track animals coming to and going from the shelter and ensuring the accuracy of records.
- Managing routine off-site adoptions, managing the adoption aspect of any special event, as well as in-house adoption promotions, and tracking and reporting the outcome of events.
- Working closely with Community Programs staff on planning and ensuring the success of events/promotions. Assisting with foster care placement as needed.
- Maintaining knowledge of cat and dog behavior and health, common issues, and ways to address them in order to make good adoption matches and to keep animals in homes.
- Monitoring the health of the animals entering and in the shelter on an ongoing basis by rapidly identifying any health problems or conditions

(medical or behavioral) and immediately reporting them to the supervisor or veterinary technician.

- Training, motivating and managing staff so that they perform their work effectively, efficiently and in accordance with the organization's policies.
- Creating and maintaining written policies, procedures, protocols, forms and training materials. (Obtaining approvals as needed.)
- Treating all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance, and promoting a humane and caring attitude toward all animals.
- Maintaining a friendly demeanor and providing good customer service.
- Working effectively as part of the management team on cross-functional programs, projects, and activities.
- Filling in for other areas and performing other tasks/functions as needed, including helping out at special events.

#### Specific Job Skills:

- Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people. Excellent written and oral communications skills.
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place.
- 3+ years previous management /supervisory experience. Retail or sales management experience a plus.
- Strong written and verbal skills, including the ability to communicate skillfully and effectively with culturally diverse staff, volunteers, and community in a professional, pleasant, respectful, courteous and tactful manner at all times.
- Enthusiastically support the no-kill philosophy.
- Maturity, good judgment and a professional personal appearance.
- Strong problem solving skills—focusing on finding solutions to problems and challenges.
- Strong organizational and computer skills.
- The ability to remain pleasant and calm even in stressful situations.
- The ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
- The ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant.
- Flexibility, ability to manage multiple tasks.
- Ability and initiative, work with minimal supervision and direction.
- Knowledge of animal behavior and common medical conditions (or a willingness to rapidly gain this knowledge).

- Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.

Physical Requirements:

- Physical ability to walk and/or stand on your feet throughout a normal workday required.
- Physical ability to engage in repetitive motions of legs, arms, and hands, to hear, to see, to move animals and goods.
- Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.

Exempt Position: Minimum of 8 hours per day, 40 hours per week. Daily reporting hours and days of the week may vary according to the needs of the department schedule. May be required to be on call on a 24-hour, 365-day basis. May include weekend, night and holiday work.

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer.

Educational and Work Experience Requirements:

Minimum of Bachelors Degree—preferably in related field.

Three years of management experience and five years of public contact work.

Department: Adoptions

Reports to: Operations Director. Also works closely with the Community Programs Manager on adoption events, both on and off site.

Supervisory Responsibility:

Overseeing the adoption staff and public admissions staff.

We want to make employees aware that from time to time we euthanize animals who are sick or injured. Also, from time to time, we need to end the life of a dog who has displayed aggressive tendencies and poses a risk to public safety or to the safety of other animals.