

Humane Society of Sonoma County Job Description

Job Title:	Adoption Program Manager	Location:	Santa Rosa
Department:	Adoptions Department	Hours:	40 hrs/wk
FLSA Classification:	Full time, Non-exempt	Reports To:	Shelter Manager

SUMMARY

The Adoptions Manager manages a staff of 5-7 Adoptions Counselors and oversees adoptions of dogs, cats, and small companion animals. S/he will work five days/week (including Saturdays and Sundays) onsite at our Highway 12 shelter and at occasional off-site adoption events. This position has responsibility for ensuring optimal customer service for both internal customers and the public. Areas of responsibility include supervising, training and scheduling of adoption staff and volunteers; maintenance of current policies, handouts, and website content; managing Adoption Program budget; maintaining relationships with program sponsors and vendors; and implementing efficiencies that enhance front desk operations. Interdepartmental cooperation and collaboration is key to success in this role. The Adoptions Program Manager is charged with the creative role of developing new strategies to reduce animal length of stay at our shelter. This is a Management role requiring financial reporting, interface with program partners in the community, occasional public speaking, and a high level of emotional intelligence to adapt to a constantly changing, fast paced environment.

DUTIES AND RESPONSIBILITIES

- Oversee and participate in daily adoptions, stray intake, animal surrenders, cremation requests, and other services offered.
- Assist in the creation of adoption promotions and marketing ideas designed to decrease the length of stay for adoptable animals.
- Manage programs with community partners and national vendors, including Pets for the Elderly and various adoption “sponsors.”
- Enhance and ensure an ever-improving culture of customer service.
- Recruit, supervise, train and evaluate adoptions staff and volunteers.
- Develop, maintain, and enforce interdepartmental procedures and processes.
- Adhere to and manage the Adoptions Department budget; approve invoices.
- Run regular reports for finance team and other staff as needed.
- Manage or oversee staff orders and sales of retail items.
- Manage all front desk operations, signage, presentation, and more.
- Maintain communications with outside partners/agencies/vendors.
- Serve as a member of the management team, participating in various leadership meetings and duties as needed.

Supervision:

This position reports directly to the Shelter Manager.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Management, training techniques, motivational skills, and staff supervision in a rewarding yet unpredictable environment that can be stressful and fast-paced.
- Customer service principles designed to establish a positive customer experience.
- Preferred: Knowledge of animal behavior and common medical conditions.
- General marketing principles (messaging, promotions, social media as a promotional tool for a shelter)
- Shelter management system (Shelter Buddy) or other data management system experience.

Skills:

- Very strong interpersonal skills; ability to be personable, patient, professional and compassionate under pressure.
- Ability to see the big picture at a shelter; i.e. how all departments play a role in reducing animal length of stay and how all animal care policies are designed to ensure the safety and security of animals while in our stay.
- Ability to interpret documented policies and clearly articulate them to staff and the public.
- Outstanding organization and planning abilities; significant attention to detail.
- Excellent verbal and written communication skills.
- Accurate typing and computer skills in MS Office.
- Logic and reasoning to evaluate alternative solutions, conclusions or approaches to problems.
- Math acumen and an ability to identify trends, locate errors in reports, and interpret financial data.
- A love of both animals and people.

Ability to:

- Remain pleasant and calm under stressful situations.
- To gather information, ask appropriate questions along with the ability to feel and show empathy for others.
- Support and enforce existing SOPs for the safety and security of our animals, staff, and the public.
- Manage multiple tasks, people and situations simultaneously.
- Work with animals of unknown disposition and those who may exhibit medical or other problems, as well as aggressive behavior.

OTHER QUALIFICATIONS

- Bachelor's degree in Business, Animal Science or commensurate coursework or experience in animal welfare, management, retail and customer service.
- Two years' work experience in a supervisory or management position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to walk and/or stand throughout a normal workday.
- Must be able to interact with animals.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.

- While performing the duties of this job, the employee is regularly required to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

Work environment:

The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases.

NOTES

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date