

Position Title: Adoption Center Manager

Department: Adoption Center

Reports To: Executive Director

Classification: Full Time

Summary:

The adoption center manager has overall responsibility for the daily operation and welfare of the adoption center facility, its animals, staff, volunteers, and relationship with the general public and visitors who come to the facility.

Essential Duties and Functions:

- a. Basic care of animals
- b. Develops and implements the highest standards of animal care ; develops and implements animals enrichment programs for the physical, mental and emotional care, comfort and well-being of the adoption center animals; maintains a comprehensive disease prevention program for the animal shelter
- c. Assure that the humane philosophy and mission of the Humane Society of Greenwood is implemented by staff and volunteers in the care of the animals, and is projected to the public
- d. Trains adoption center staff to recognize those animals requiring isolation and/or veterinary care; supervise the visual monitoring on a daily basis of the adoption center animals for signs of disease or unusual behavior that would require veterinary intervention
- e. Routine maintenance, repair, cleaning and grooming to the facility and grounds
- f. Reviews adoption practices and procedures to ensure efficient and economical use of resources
- g. Engage in open and informative communications with the Executive Director when appropriate to give and receive input regarding policy, personnel issues, and budget
- h. Exhibits confidence in self and others; inspires and motivates others to perform well; provides a positive example for subordinate staff regarding work ethic, attitude, professional ethics, mutual respect, and knowledge of the standard operating procedures; maintain a good working relationship with other shelter employees
- i. Respond during the work day, after hours and on weekends for management assistance as needed
- j. Effective planning, development and management of staff, including interviewing, hiring, training, motivate, scheduling, conducting, appraisals, conflict resolution and discipline up to and including termination, of adoption center staff

- k. Nurture, organize, schedule, and maintain effective volunteer base; keep track of volunteer hours/activities
- l. Tactful and effective communication with staff, volunteers, general public, in emotional or challenging situation as well as day to day communications; responds promptly to customer requests for service and assistance
- m. Develop and maintain a respectful, collaborative working relationship with animal control, local veterinarian offices, and other animal welfare groups
- n. Participate in appropriate public relations events, fundraisers, initiatives, and special programs created by the organization
- o. Maintain accurate and complete records and files on all animals, adoptions, staff, volunteers, correspondence, and shelter activities
- p. Other duties and responsibilities as assigned

Additional Duties:

- a. Responsible for overseeing community service program

Physical Requirements and Work Environment:

- a. Work is performed in a kennel/shelter setting and outdoors
- b. Frequent bending reaching, kneeling, climbing stairs, walking, and standing on feet 8-10 hours per day while performing job functions
- c. Exposure to disinfectant solutions when cleaning
- d. Exposure to various weather conditions when working outdoors
- e. Subject to animal bites and scratches when handling animals of questionable temperament
- f. Occasional lifting of up to 50 pounds
- g. Consistently exposed to animals and animal allergens under conditions with limited alterations available
- h. Frequent interactions with emotionally charged members of the public

Reporting Relationships and Contacts:

- a. Reports to Executive Director
- b. Manages adoption center staff
- c. Manages volunteers and community service workers

Qualifications:

Language Skills

- a. Ability to read, analyze and interpret general various reports, publications, correspondence
- b. Ability to write reports, business correspondence, and simple PR materials, using correct spelling, grammar, and punctuation

Math Skills

- a. Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals
- b. Ability to compute percent

Computer Skills

- a. Should have knowledge of basic Microsoft programs, and have aptitude to learn and use other software, including but not limited to, shelter management recordkeeping and database software

Animal Knowledge

- a. Knowledgeable in animal health and well-being in a shelter setting, including nutritional needs, knowledge of common animal diseases, principles of disease prevention, and competent animal first aid
- b. Ability to identify signs of animal stress, illness, and injuries
- c. Familiar with animal welfare and adoption issues

Communications

- a. Able to remain calm and reasonable in emotionally charged circumstances with customers, staff, or volunteers

Knowledge, Skills, and Abilities:

- a. Commitment to the mission, values, goals, and success of the Humane Society of Greenwood
- b. Previous shelter or animal control experience
- c. Good attention to detail and respect for timely administration of certain tasks
- d. Good administrative skills to develop, organize, and maintain appropriate recordkeeping and data information
- e. Computer skills in a windows environment
- f. Good oral and written communication skills, ability to deal tactfully with people in emotional situations, ability to deal compassionately and effectively with animals under stress in shelter environment, ability to manage and motivate staff and volunteers

This job description reflects the assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This job description does not establish a contract for employment. The Humane Society of Greenwood is an at-will employer.