

Job Title: PetCo Adoptions Manager



Reports To: VP of Operations

Schedule: Saturday-Tuesday

FLSA Status: Exempt

Type: Full Time

Summary:

The PetCo Adoptions Manager is responsible for overseeing all functions and staff of the PetCo Adoptions Team: transporting animals to and from the PetCo Adoption Center; providing for the daily husbandry needs of the animals; improving adoptability of shelter animals by monitoring and providing for the behavioral and medical needs of the animals; providing exceptional customer service to and educating potential adopters; providing staff and volunteer training and skill development; and providing the PetCo Adoptions Team with leadership and knowledge.

Essential Duties and Responsibilities Include:

Administrative

- Perform administrative tasks such as email, phone messages, compile daily reports and monthly statistics.
- Select and maintain animal care equipment. To include timely ordering supplies.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Demonstrate proficiency in use of Microsoft Office Applications by maintaining spreadsheets, word documents and communication through email.
- Maintain schedules, coordinate deliveries and transfer in of animals.
- Maintain logs and relevant memos in PetPoint (shelter software).
- Perform routine performance assessments of Petco Adoptions Team and volunteers and take appropriate actions to address concerns.
- Compiles pertinent reports to include adoptions; follow up calls; cash and electronic transactions.

Petco Adoption Center Duties

- Responsible for ensuring an optimal standard of care is provided to all HSC animals housed at Petco.
- Responsible for coordinating the transport of animals to and from PetCo Adoption Location.
- Actively monitor the PetCo Adoption Center animal population for health and behavior concerns, length of stay and communicate with appropriate departments to ensure optimal flow.
- Evaluate animals on a daily basis and make recommendation for special needs of animals that may benefit from foster care, medical care, transfer to another agency or in dire cases, euthanasia.
- Oversees and maintains the data integrity of animal records and ensures records are updated promptly and kennel inventory is accurate.
- Responsible for (and oversees) all cash handling and electronic transactions; maintains records and logs of said transactions.

Staff and Volunteers

- Maintain scheduling for PetCo Adoptions Team (to include staff and volunteers) to ensure adequate coverage.
- Directly oversee daily work assignments of PetCo Adoptions staff and volunteers to ensure completion of work as assigned.
- Maintain Animal Care protocols and ensure adherence to protocols.
- Ensure all staff are trained and coached to a level necessary to achieve the HSC's mission and goals.
- Coach staff and volunteers by providing regular, ongoing feedback and training.
- Evaluate volunteer progress; work with volunteer coordinator to address performance concerns and mediate conflicts between staff and volunteers.
- Promote integration and utilization of volunteers; recruit and train volunteers to assist department.
- Perform the duties of Animal Care Associate, as needed.

Adoptions

- Provide training and support to staff in utilizing shelter software to facilitate adoptions. Also maintains shelter software database while ensuring information on the animals housed at Petco Adoptoin Center is up to date and accurate.
 - Prioritize exceptional customer service by the Petco Adoptions Team by ensuring: reasonable wait times for potential adopters; staff and volunteer adherence to dress code and professionalism; accurate and timely delivery of information to guests and maintaining a clean, healthy environment.
 - Promote better adoptions and minimize adoption returns by ensuring: animal records are current and the Animal Care Team is able to identify adopter needs and suggest appropriate animals to match those needs.
- Performs other duties as assigned

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- Working knowledge of MS Office, spreadsheet software, database management software and Internet software
- A high school diploma or equivalent
- Minimum of two years' experience in a supervisory role where the individual provided coaching and leadership to their staff
- Excellent communication and leadership skills, to include the ability to effectively handle and diffuse high-stress and emotionally charged situations
- Exceptional verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy
- Detail oriented and able to develop and execute project plans: prioritize duties, appropriately delegate assignments, provide timely follow up and coaching
- Computer literate in a Windows environment; proficient in Microsoft Office Applications
- General knowledge of husbandry needs of domestic dogs and cats
- Ability to accurately interpret dog and cat body language
- Ability to be objective, diplomatic and informative
- Exhibit flexibility and professionalism

- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 25 lbs

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____