

Job Title: Assistant Adoption Center Manager



Reports To: Adoption Center Manager

Schedule: Thursday - Monday

FLSA Status: Exempt

Type: Full Time

Summary:

Assists in providing direction for efficient and effective services through Adoptions, Cat Café and Retail. Ensures quality programming that is in accordance with the organization's mission, goals, management and resources. Assists with daily direction and leadership of the Adoptions Team. Assists Adoption Center Manager in staff and volunteer performance management, staying abreast of field best practices, and writing and implementing department/program policy and procedures.

Essential Duties and Responsibilities Include:

Administrative

- Perform administrative tasks such as email, phone messages, and compile daily reports and weekly/monthly statistics
- Cash handling as well as identifying and rectifying any cash drawer or daily deposit deficiencies
- Provide and maintain exceptional service both in person, over email, and over the phone
- Demonstrate proficiency in use of Microsoft Office Applications by maintaining spreadsheets, documents and communication through email
- Develop and implement program enhancements to ensure the continued growth and progress in relation to annual and future goals
- Assist in supervising Adoption Specialists and Customer Service Representatives
- Embodies and holds staff accountable for adhering to the organizations mission, vision, philosophies, core values and team behavior expectations
- Work in cooperation with the Adoption Center Manager on providing input and insights on Adoption Center initiatives
- Keep Adoption Center Manager apprised of staff, volunteer and animal concerns
- Assure the integrity and accuracy of animal records and animal inventory

Customer Service & Adoptions

- Help oversee Adoption Specialists and Customer Service Representatives to ensure the highest standard of care and programming is delivered effectively
- Manage difficult or emotional customer situations; respond promptly to customer needs; meet commitments
- Speak clearly and persuasively in positive or negative situations
- Accept monetary and itemized donations from the public
- Answer questions regarding services and animals for adoption
- Utilize Pet Point (shelter software) to complete adoptions
- Provide information and answer questions regarding adoption, veterinary medical, or animal behavior.
- Facilitate positive interactions with the public by assisting potential adopters during animal visitation through consultation and education

- Prioritize exceptional customer service by ensuring reasonable wait times for potential adopters; adherence to dress code and professionalism; accurate and timely delivery of information to guests and maintaining a clean, healthy environment
- Promote successful adoptions and minimize adoption returns by ensuring adopters needs are properly identified and suggest appropriate animals to match those needs
- Make recommendations for sales of products, training classes, and heartworm/flea/tick prevention
- Lead and train team members in facilitating 'Dog to Dog' interactions
- Develop, implement and monitor programs to maintain and improve the Adoption Center and adoptions
- Provide post-adoption counseling via email or phone
- Make recommendations about pathway planning and animal flow through the facility
- Safely and effectively open and close facility

Staff and Volunteers

- Provide leadership and reliability to Adoptions Team and training of new team members and volunteers
- Maintain and ensure strict adherence to protocols in accordance with industry best practices, ASV guidelines and state and local regulations
- Maintain efficiency during the workday, overseeing daily tasks are assigned and completed
- Coach staff and volunteers by providing regular, ongoing feedback and training
- Responsible for assisting in staff performance management of assigned departments/programs
- Work in conjunction with the Volunteer Program to create opportunities and increase recruitment, engagement, training and retention of volunteers
- Assist in development of Adoption Specialist staff schedules, training, and development
- Responsible for compiling reports and sharing pertinent information with Adoptions Team and volunteers as requested by Adoption Center Manager
- Provide insight and feedback on team members' training and performance
- Work collaboratively with other departments to deliver high quality customer service and care for the animals
- Perform special assignments and other duties as assigned when necessary

Qualifications/Expectations:

- **Required:** A minimum of 1-year experience with companion animal handling and care
- **Preferred:** A minimum of 1-year experience in shelter environment
- **Preferred:** Multi-lingual, English & Spanish
- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community.
- Exemplifies and fosters workplace culture of compassion, diversity, equity and inclusion
- Excellent communication skills, including 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
- Detail oriented and able to develop and execute project plans: prioritize duties, provide timely follow up
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy
- Ability to be innovative and creatively problem solve
- Ability to be objective, diplomatic and informative
- Exhibit flexibility and professionalism
- Computer literate in a Windows environment; proficient in Microsoft Office Applications
- Basic math abilities; able to present numerical data effectively
- Knowledgeable of domestic dogs' and cats' husbandry, medical and behavioral needs

- Ability to accurately interpret dog and cat body language
- Must have a reliable mode of transportation
- Must be willing to work flexible hours
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals
- Exposure to zoonotic diseases and/or exposure to dog/cat specific diseases that can be transmitted to other animals of that species
- Occasionally working outdoors

Physical Demands:

- Must be able to lift & move up to 50 lbs.
- The employee should have no known allergies to animals that would prevent him/her/them from performing the duties as required
- Must be physically able to walk and control large dogs
- Regularly bend, squat, and stand throughout the day

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

Signature: _____

Printed Name: _____

Date: _____