



Sonoma Humane Society Job Description

Job Title:	Adoption Program Manager	Location:	Santa Rosa
Department:	Adoption	Hours:	40 hrs/wk
FLSA Classification:	Full@time?	Reports To:	the Director of Community and Customer Relations

SUMMARY

The Adoptions Manager is responsible for adoptions both on and off site including; ensuring and driving quality customer service for external and internal customers; supervising, training and scheduling adoption staff and volunteers; achieving adoption goals and decreasing animal length of stay. The Adoption Manager oversees all functions of the front desk, is responsible for the implementation of efficiencies which enhance front desk operations.

DUTIES AND RESPONSIBILITIES

- Ensure a culture of customer service.
- Supervise, train and evaluate adoptions staff and volunteers.
- Develop and maintain efficient interdepartmental procedures and processes.
- Assist in the creation of adoption promotions and marketing ideas designed to decrease the length of stay for adoptable animals.
- Adhere to, the Adoptions Department budget.
- Oversee (and participate in) animal surrender and adoption process, including stray intake from public, Sebastopol and Healdsburg contracts.
- Maintain communications with outside partners/agencies.
- Maintain regular reporting schedule to active contracts.
- Serve as a member of the management team, participating in various leadership meetings and duties as needed.

Supervision:

This position reports directly to the Director of Community and Customer Relations.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Customer service principles and training methods which establish a positive customer experience.
- Knowledge of animal behavior and common medical conditions preferred.
- Shelter management system (Shelter Buddy) or other data management system experience.

Skills:

- Strong interpersonal skills; ability to be personable, outgoing, patient, professional and compassionate under pressure.
- 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.
- Outstanding organization and planning abilities; good attention to detail.
- Math acumen and an ability to identify trends, 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.
- 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.

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