



JOB DESCRIPTION ADOPTION MANAGER

REPORTS TO: CEO or Operations Director

SUMMARY: The Adoption Manager hires and supervises adoption counselors and manages retail sale activities in the Adoption's Department. S/He is responsible for creating a high performance and customer service oriented culture by developing procedures which optimize the number of successful placements of PAWS Humane animals. S/He will also manage the retail store to sell goods and services that will enhance the adoption experience. The Adoption Manager's goal is to maximize the number of animal lives saved in order to achieve our vision of a "no-kill" community in Columbus. The Adoption Manager is a "working" manager and will spend a portion of each day on the adoption floor.

RESPONSIBILITIES

Supervisory:

- Directly supervise and train employees which includes, but is not limited to, disciplinary actions (to be reviewed with CEO or Operations Director prior to meeting any employee), and performing both 90-day and annual performance evaluations.
- Develop an employee work schedule with emphasis on predictability, optimization of time to meet the objectives of each day, and provide adequate coverage to maintain a high level of customer service.
- Build up lead staff members to ensure 7-day/week coverage during regular adoption hours and off-sites.

Animal Placement:

- Adoption Manager is responsible for developing and maintaining adoption procedures and forms. Manager will utilize in-house training program using webinars and printed materials available from HSUS, ASPCA, Maddie's Fund and other organizations to keep staff current on national trends. S/He will make recommendations to upper management to plan for, and implement change.
- Adoption Manager will ensure excellent customer service by teaching employees the policies and procedures of PAWS Humane as well as basic customer service principals.
- Adoption Manager will create and maintain an adoption follow-up program according to best practices recommended nationally. This includes creating protocol to ensure that meaningful interventions, to include behavior training or veterinary services, are offered during follow-up contact.
- Adoption Manager will develop relationships with various rescue groups, especially foster based breed rescue groups and other organizations to help place larger numbers of animals.
- Work cooperatively with the Pet Coalition to offer M-F large breed dog adoptions at the Columbus Pet Smart store.

Retail:

- Adoption Manager is responsible for ensuring that retail store is adequately stocked with merchandise appropriate to our customers' needs and wants in order to enhance the adoption experience and maximize retail earnings for PAWS Humane.
- Adoption Manager will fully train his/her staff members to operate the point of sale system according to procedures developed by the Operations Director. Every adoptions department staff member should be able to trouble shoot issues with software and equipment and able to open and close each day.

Other:

- Work with staff to ensure that bathrooms and other common areas remain clean and well stocked after the morning cleaning staff have left for the day.
- Work with staff to ensure that adoption floor cat rooms remain clean and odor free after morning cleaning staff have left for the day. Staff should check cat rooms at least hourly and scoop litter boxes as needed.
- This job, like all jobs, may evolve over time. PAWS Employees are expected to maintain a willingness to perform other duties as assigned.

QUALIFICATIONS:

- AA or BA Degree a plus.
- Prior experience working with animals and/or animal welfare is preferred.
- Retail or other experience in customer relations.
- Understanding of "no-kill" terminology and our cooperative approach to achieving this goal as a community.
- Must have a valid driver's license and reliable transportation.
- Must be able to perform fast-paced, physically strenuous labor.
- Must be able to lift a minimum of 50 pounds.

Print Name

Signature

Date