

The Peninsula Humane Society & SPCA

Adoptions Department Supervisor

Job Title: Adoptions Department Supervisor
Division: Operations
Reports To: Adoptions Director
FLSA Status: Non-Exempt & Non-Union

Summary: To provide functional leadership and daily supervision to department staff and volunteers. To provide on-going training and support. To assist the public with all inquiries and requests in a positive and friendly manner. To place animals into permanent, loving and responsible homes. To educate and counsel the public on responsible pet ownership. To promote humane attitudes toward care and treatment of animals by education and example.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

Ensure that the department and its programs are operating in a manner that is consistent with the goals and objectives of the Society. Ensure that the policies are being applied in a manner that is effective in reaching those goals.

Assist the Adoptions Director in interviewing and hiring new department staff. Provide initial and on-going training for all department staff. Provide input during performance appraisal process. Handle disciplinary procedures involving department staff as necessary and in conjunction with the department Director.

Plan, assign and direct work assignments for department staff. Ensure adequate and appropriate completion through proper and timely follow-up.

Assist Director in developing and implementing new programs and procedures.

Maintain a positive, educational approach when interacting with the public, the staff and volunteers. Maintain and promote a professional attitude and appearance when working with fellow employees, volunteers and the public.

Address complaints and resolve problems.

Counsel and work with the public on issues related to responsible animal care, including, spaying/neutering, vaccinations, vet care, identification, animal behavior, adoptions, etc.

Handle all counter transactions, which include, but are not limited to, the following: adoption interviews, cashier duties, dog/cat licensing, - microchips/ID tags and customer escalations,

Perform reception duties as needed.

Act as a liaison with rescue groups/represent PHS/SPCA policies and programs

Work effectively under pressure in a fast-paced and often emotionally charged environment.

Ensure the department work area and equipment is maintained in a safe and functional manner. Ensure facilities maintenance issues are reported to the appropriate department in a timely manner. Ensure department supplies are maintained in sufficient quantities to permit staff to perform their job duties.

Supervisory Responsibilities:

Supervises up to 10 staff and 10-20 volunteers. Assists the Director with the overall direction, coordination, and evaluation of the department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Qualifications :

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Previous shelter experience, ideally having worked in a shelter's adoption program before. Good working knowledge of animal breeds, nutrition, general care, training and related information. Knowledge, appreciation and respect for animals, including birds, reptiles, rodents and small animals. Ability to work with and handle animals. Highly motivated toward the welfare and humane treatment of all animals. Valid California driver's license with clean driving record.

Education and/or Experience:

High school diploma or general education degree (GED) and one year of related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read write and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Chameleon database software. Basic knowledge of Microsoft Office and computer keyboarding skills, and data entry.

Physical Demands:

The physical demands 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. They include, but are not limited to the following: able to lift or move up to 50 pounds; stand or sit for extended periods of time; reach to an arm's length.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the tasks listed elsewhere in this document, incumbent may be exposed zoonotic diseases and noise, occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

We are an Equal Opportunity Employer and welcome a diverse pool of applicants.
EOE/M/F/D/V