



Charlottesville-Albemarle SPCA Job Description

Position: Adoptions & Intakes Manager
Job Status: Exempt
Reports To: Assistant Director of Operations
Revision Date: 2/1/2021

Position Summary:

The Adoptions & Intakes Manager supervises all Adoptions & Intakes Specialists to ensure the delivery of welcoming, solution-oriented client services to all visitors of the Charlottesville-Albemarle SPCA. Responsible for the management of all aspects of animal intake, matchmaking and the adoption process. Works hands-on with staff to help guide good decision making, enthusiastic interactions, and a proactive approach, ensuring that animals are placed in caring and appropriate homes.

Essential Duties / Responsibilities:

Adoptions:

- Maintain an up-to-date adoption manual including forms and procedures surrounding the adoption process.
- Manage and continually review all matchmaking processes to ensure pets are being matched with the most appropriate homes to ensure successful adoptions.
- Ensure safe and productive interactions between the public, publically owned pets and shelter pets.
- Ensure that all adoption decisions are made in a thoughtful, respectful and non-judgmental manner.

Admissions:

- Oversee the intake of all incoming animals, ensuring that data entry is accurate and entered in a timely manner; train staff to collect objective information from customers in an empathetic manner. Work cooperatively with City/County Animal Control Officers.
- Receive Owner Surrender Profiles, working proactively to increase pet retention with supportive communication; schedule owner surrender appointments in coordination with the Assistant Director of Operations; triage walk-in pet returns and owner surrenders.
- Oversee cremation services under the direction of Director of Finance; monitor cremation log for accuracy on a weekly basis and submit monthly invoicing.

Staff Supervision:

- Develop effective staff training processes so that newly on-boarded staff may effectively deliver services and embody the mission of the CASPCA.
- Correspond with Assistant Director of Operations to ensure regular staff oversight, workflow distribution, and adherence to policy.
- Provide real time triage, problem solving, and conflict resolution as needed.
- Review, respond to, and document staff issues that require management involvement.
- Ensure that Counselors facilitate quality matches for animals at the shelter by providing thorough review of applications and counseling discussions with adopters.
- Model an excellent, customer service oriented attitude at all times.

Administrative/Other:

- Handle any customer complaints, personally work to concerns/complaints and resolve issues in a professional and timely manner.
- Ensure that staff scheduling and payroll is consistent and accurate. Communicate staffing updates and needs to Assistant Director of Operations; assist with review of employee applications and conducting interviews. Conduct employee evaluations after 90-days and annually.
- Oversee cash handling procedures for relevant staff, ensuring compliance and providing training/accountability where needed. Submit monthly Register Reconciliation Summary, ensure that Daily Register Reconciliation is completed.
- Coordinate with staff to ensure relevant public areas and staff work areas are maintained as clean, orderly, and welcoming to the public.
- Ensure all physical and emotional needs of lobby animals are met.
- Responsible for oversight of the retail area, including inventory and product ordering; submit a monthly inventory report to the Director of Finance and work closely with the Assistant Director of Operations to strategically meet monthly and yearly goals.
- Perform all other duties as assigned by leadership and departmental staff.

Physical Requirements & Work Environment:

- Ability to lift and transport materials weighing up to 65 pounds.
- Ability to handle animals effectively and humanely.
- Have a high level of manual dexterity.
- The ability to bend and squat.
- The ability to stand or sit for significant periods of time.
- Exposure to disinfectant solutions and zoonotic diseases.
- Subject to animal bites and scratches.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.
- Daily hours and days of the week may vary according to the needs of the organization. May require evening, holiday, and weekend work hours.

Required Skills / Experience:

- Associate's Degree preferred.
- Animal care experience preferred.
- Staff management/supervision experience preferred.
- In-depth knowledge of customer service principles and practices required.
- Excellent skills in effective communication and conflict resolution.
- Must be highly motivated, with strong communication skills and a professional manner.
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision.
- Valid Virginia Driver's License required; must be comfortable driving all CASPCA vehicles, abiding by all traffic laws.