



JOB TITLE: **DOG ADOPTION MANAGER** for Non-Profit Organization
FULL TIME/PART TIME: **FULL TIME**
REPORTS TO: **Dog Shelter Manager**
LOCATION: **ATLANTA, GA**
SALARY: **\$30,000**

POSITION SUMMARY

Furkids is the largest no-kill animal shelter in the Southeastern U.S., saving the lives of an average 5,000 cats and dogs each year. The Dog Adoption Manager is responsible for the overall operations of the Dog Adoption Program which includes animal adoption services, data entry, record keeping and supervision of assigned adoption staff members and volunteers. The Manager ensures quality, consistent, customer service by supervising, coaching, and supporting assigned staff members and volunteers.

The Adoption Manager will be required to directly interact with the animals in the shelter's care while assisting other staff or volunteers. The ideal candidate will have outgoing interpersonal skills, be passionate about animals, especially about dogs and their behavior, and prior shelter experience is desired.

DUTIES

In accordance with directives from Dog Shelter Manager:

- Establishes adoption goals and promotions
- Answer all adoption-related inquiries and emails, and process adoption applications in the allotted time allowed and follow through with all communications
- Ensures that the public receives quality and consistent customer service from the Animal Adoption Counselor staff and volunteers
- Develop and schedule training for Counselors as needed to improve service delivery and overall functioning of the program
- Provides training and guidance to volunteers assigned to assist with the program
- Coordinates off-site adoption events with events manager and attends events as needed

Performs Customer Service and Animal Adoption Services

- Facilitates animal adoptions, provides adoption counseling/selection assistance, enters required data into the computer, completes necessary paperwork and performs follow-up services as necessary
- Educates customers on animal health, welfare, behavior and responsible pet guardianship
- Handles customer grievances
- Answers telephones and directs customers appropriately
- Oversees data entry for all program statistics and produces special reports as requested
- Maintains program documents and files and an inventory of office supplies



- Keeps work area clean and orderly
- May be required to run errands to support program needs

Organizational Leadership

- Analyzes problems and initiates strategies for work improvement
- Keeps Shelter Manager informed of concerns, employee performance issues, progress of strategies for improvement and customer issues
- Performs all Dog Adoption Counselor duties as necessary to facilitate smooth functioning of the program
- Represents the Furkids organization in a professional and courteous manner at all times
- Provides quality service to customers, volunteers and other staff members
- Follows safety guidelines, takes immediate action to correct any safety concern that could place an employee, volunteer, customer and/or the organization at risk
- Other duties as assigned

Knowledge, Skills, and Abilities

- Knowledge of animal behavior, health, handling and breed characteristics
- Knowledge of supervisory techniques and human resource management including staff coaching, employee relationships and conflict resolution
- Effective verbal and written communication skills
- Excellent communication and leadership skills
- Skill and ability to use a computer and work in a Windows environment
- Ability to work in a fast-paced, multi-task work environment
- Ability to exercise good judgment when dealing with the public, staff and volunteers
- Ability to prioritize and perform duties efficiently and effectively with a high degree of independence
- Ability to exercise good judgment when dealing with confidential information regarding the public, employee issues and animal related concerns
- Ability to perform physical work: scrubbing, mopping, and lifting between 25 – 50 lbs. with reasonable accommodation
- Ability to work with animals, disinfectants and cleaning supplies
- Ability to stand up and walk around for up to 8 hours a day
- A commitment to the mission of the Furkids and to animal health and welfare

WORKING CONDITIONS

- The Dog Adoption Manager works mostly in an office environment, however, the office is located in our dog shelter and this position will involve direct interaction with shelter animals, assisting other staff and volunteers with the healthy management of animals.
- The Dog Adoption Manager is a full-time position, requiring office hours of 8:00 am – 5:00 pm Tuesday through Saturday.

SALARY & BENEFITS



Furkids Dog Adoption Manager position earns a starting salary of \$30,000 or commensurate with experience.

Our employee benefits package includes health insurance, two weeks paid vacation a year, personal days off.

Thank you for your interest in pursuing a rewarding career at Furkids Animal Rescue and Shelters. Please direct all career inquiries to: marjan@furkids.org. This position will be filled by **January 1, 2018**.