**Monmouth County SPCA**

## Position Description

**CANINE ADOPTION MANAGER**

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| **Department:** Operations  | **Reports to:**  Director of Operations |
| **Type:** Full-time, Exempt | **Shift:** 40 hours per week with some weekend and evening hours  |

**Summary:** The Canine Adoption Manager is responsible for the oversight and management of the Canine Adoption Department within the Operations Section of the MCSPCA. The Canine Adoption Manager’s primary responsibility is to lead and mentor the Canine Adoption Team; focusing on excellent customer service while guiding the adoption counselors towards using conversation-based adoption processes to facilitate appropriate adoption matches for families and the canines available for adoption. The Canine Adoption Manager will consistently evaluate the population of the canine adoption floor and will design and implement improved processes and operations to expedite animal flow though the Adoption Center, while ensuring the highest level of customer care. The Canine Adoption Manager will work in collaboration with the MCSPCA Canine Behavior Department and MCSPCA Medical department to ensure that behavior and medical conditions of adoptable dogs are properly explained to potential adopters; including a member of either the medical or behavior department in the adoption process when indicated. The Canine Adoption Manager will work in collaboration with the Transport Coordinator, as they arrange for incoming transports, to ensure the team is prepared for incoming dogs and puppies.

**Responsibilities:**

Oversight of the day-to-day operations of the Canine Adoption Staff as well as providing administrative and strategic planning for the daily operations of the department:

* Provide training, supervision, modeling, coaching and ongoing guidance for adoption counselors (staff and volunteers), ensuring that adoption practices are welcoming, objective, and non-judgmental.
* Be a regular presence “on the floor” ensuring operations are running smoothly and the team is well-supported.
* Support the Adoptions team with regular, timely and direct feedback with one-on-one check-ins, feedback sessions, and regular practice of feedback and after-actions.
* Conduct monthly training and development sessions in the form of team meetings.
* Maintain adequate staffing levels at all times; assign and/or re-assign appropriate responsibilities to ensure maximum productivity, diverting team members to assist with animal care duties when adopter traffic is slow.
* Ensure that shelter services such as Behavior Training Academy and Vogel Veterinary Care Center are discussed and highlighted with each adoption.
* Provide support and intervention in situations requiring de-escalation.
* Maintain and update records of canines available for adoption and ensure the proper details for each canine are accurate in the shelter management software and website.
* Work with the Development Section to promote the canines available for adoption via the internet as well as other media outlets and throughout the community.
* Organize and facilitate off-site adoption events to promote longer length of stay dogs and transport puppies.

**Position Requirements:**

* Leadership skills displaying transparency and high degree of integrity
* Experience in Animal Welfare preferred
* Canine handling skills on a foundational level
* Ability to serve as a champion in times of change and growth at the MCSPCA
* Experience in sales and marketing is preferred
* Strong organizational abilities including planning, delegating, program development and task facilitation
* The ability to convey a clear and strong vision of the MCSPCA’s strategic future to staff and volunteers
* Strong written and communication skills
* Demonstrated ability to oversee, collaborate with, and motivate staff