



**JOB TITLE: CUSTOMER CARE & ADOPTIONS MANAGER**

**Full-time**

**REPORTS TO: DIRECTOR OF OPERATIONS & MEDICAL CARE**

**POSITION SUMMARY**

The Customer Care & Adoptions Manager ensures high quality adoption services through effective team leadership and supervision of the day-to-day activities of the Pet Adoption Center. Core responsibilities include the effective leadership and management of Pet Adoption Center's adoption programs and services in accordance with the high-quality standard and procedures of North Country Animal League.

This Customer Care & Adoptions Manager position offers a unique opportunity for an experienced professional with strong leadership and management abilities to be part of a growing, dynamic, and exciting organization that continues to increase its presence, reach, and impact in animal welfare.

Application with a cover letter and resume are required

No phone calls please!

**Reporting relationship:** The CCM reports to the Director of Operations & Medical Care and supervises customer and adoption staff. This position also works in collaboration with the management and staff of NCAL, as well as other professionals, volunteers, and vendors involved in adoption services. The CCM works directly with the individuals and families who wish to adopt a NCAL dog or cat and serves as a representative of NCAL to the public at various activities and events.

**ESSENTIAL FUNCTIONS**

**Leadership**

- Serves as a representative of NCAL in the community, maintaining the highest standards of professional behavior in all manner of communications, including social media, written and verbal communications and community and professional activities.

- Oversees all adoption services, manages adoption department staff, and serves as a role model and mentor, providing direct feedback, support and/or training when necessary.
- Creates a positive working environment, promotes open communication, and facilitates a team approach toward the delivery of high-quality adoption services.
- Administers personnel practices, supervises staff, performs regular performance evaluations, and assures that sound human resource practices are maintained.
- Ensures that the members of the public are always provided with excellent customer service by all adoption department staff.
- Trains, supervises and guides volunteers and interns involved in adoptions and customer care.
- Oversees the facilitation of visitor/animal interactions to ensure a safe and pleasant experience.

### **Adoption Services**

- Understands the personality and needs of the dogs and cats available for adoption through direct interaction and feedback from NCAL staff to facilitate a successful match.
- Reviews all paperwork and database information related to dogs and cats available for adoption. Uses knowledge of the pet and needs of the potential adopter, reviews all applications to approve or deny them to match the right animals with the right adopter.
- Using strong customer service skills, communicates with and ensures that adopters are thoroughly informed of NCAL's adoption policies.
- Arranges in-person meet-and-greets between pets and prospective adopters.
- Conducts adoption and behavioral consultations as needed.
- Makes certain that all adoption related documents and adoption packets are assembled prior to the adoption consultation and finalization.
- Reviews all pertinent information on the adoption contract with the approved adopter and ensures that all required actions are complete prior to releasing the dog to a new home.
- Works with the DOMC and the Communications Manager to ensure that all animals available for adoption are highlighted through appropriate marketing and media channels including NCAL's website.
- Manages off-site adoption events.
- Stewards relationships and maintains communication with adopters to assure a continued successful adoption for both pets and families.
- Manages intake of stray and owner surrendered animals. Ensures the best level of service is provided based on our capacity, and support is provided for animals awaiting intake.
- Manages consultations for owner surrendered animals and attains all relevant information, medical history, and personality profile of the animal.
- Monitor volunteer shift sign ups and communicate with Animal Care and Communications Manager the daily volunteer schedule.

**Administrative Responsibilities**

- Prepares daily and weekly status reports on intake, adoptions, animals on hold, animals in foster, visitors, and monthly adoption center statistics report.
- Closes and secures the facility at the end of shift, following security protocols.
- Monitors and follows up on cruelty complaints and ensures that the proper channels are followed for investigating such complaints.
- Ensures that the lobby, staff office, bathroom and retail areas are kept organized and clean
- Other duties as directed.

**KNOWLEDGE, SKILLS & ABILITIES**

- B.A. Degree in Animal Science, Veterinary Science or related field is a plus.
- 2 years of supervisory experience in an animal rescue/shelter environment, or equivalent combination of education or experience.
- A values-driven leadership style that demonstrates a deep respect for each person as an individual and member of a team.
- Ability to effectively build and maintain relationships with all adopters and partners.
- A strong sense of integrity, responsibility, good judgment, and a high-level of emotional intelligence.
- Excellent interpersonal skills.
- Demonstrated leadership skills.
- Excellent communication skills.
- Exemplary customer service skills.
- Excellent problem-solving skills.
- Ability to lead and work under stressful situations and environments.
- Strong technical skills and ability to learn and use NCAL's website-based animal data management systems.
- Some weekend and holiday work is required.

**Hiring Range:** This position's pay range is anticipated to be \$21.63 per hour to \$23.07 per hour, depending on experience.

*North Country Animal League is an Equal Opportunity Employer, with a commitment to diversity in the workplace. All qualified applicants will receive consideration for employment without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, or domestic partner status.*