

Pet Network Humane Society

Position Description

Date: June 2020

Position: Adoption Lead - Full Time Hourly

General Description of Position: The Adoption Lead is responsible for the overall care and wellbeing of all animals in the adoption program and provides support and guidance to Animal Caregivers & Adoption Specialists. The Adoption Lead performs duties independently with minimal supervision. Decisions are of a routine nature made within prescribed operating guidelines, policies, and procedures.

Reports to: Director of Operations

Duties and Responsibilities:

1. Oversee delivery of services provided by Animal Caregivers and Adoption Specialists including but not limited to humane treatment, feeding and housing for sheltered animals; monitoring health and behavior of sheltered animals; utilizing safe animal handling practices; cleanliness and sanitation of relevant workspaces and equipment; and high quality customer service.
2. Provide training to Animal Caregivers and Adoption Specialists.
3. Work with Director of Operations to support, evaluate, recognize, and motivate employees.
4. Perform daily rounds. Identify animals in need of behavioral intervention and oversee care plans to maximize adoptability within available resources. Collaborate with Vet Assistant to identify and provide necessary medical care.
5. Manage relationships with offsite adoption partners.
6. Coordinate return of foster animals to the shelter. Collaborate with foster families to maximize adoptability and promote adoption from foster home.
7. Arrange for transportation of animals offsite as needed.
8. Collaborate with Intake Lead to maximize flow of animals between Intake and Adoption.
9. Work with Adoption Team to maximize adoption potential of available animals, ensuring website postings are current and engaging.
10. Draft procedures as requested, and train staff on new or updated procedures.
11. Ensure accurate recordkeeping and perform monthly reporting.
12. Identify needs for repairs and/or replacement of equipment when necessary and communicate needs to Director or Operations.
13. Provide friendly, professional, and knowledgeable service to the public. Respond to customer concerns and resolve complaints, special requests, and issues.
14. Collaborate with all staff to maintain a well organized, clean, and safe facility.
15. Participate in public relations activities, fundraising events, tours, presentations, humane education programs, and other Pet Network activities as requested.
16. Other duties as assigned.

Specific Job Skills:

- Should possess good interpersonal, customer service, and time management skills.
- Excellent written and oral communication skills
- Must have physical ability to engage in repetitive motions of legs, arms and hands, to hear, to see, to move animals and goods, to bend, to twist, to be pulled, to lift arms above head, to climb ladders as required, and lift up to 50 pounds unassisted.
- Must have physical ability to walk and/or stand on feet throughout a normal workday required.
- Requires a valid driver's license with good driving record.
- Must be able to accommodate schedule changes as necessary to maintain shelter operations.

- Expected to be a spokesperson for Pet Network, promoting our shelter, encouraging adoption visitors and even encouraging financial donations to our nonprofit organization.
- Allergic reactions to animals or medical conditions that could be aggravated by constant contact with animals will disqualify a person from this position.

Job Conditions:

Working conditions include working alone or with others, working outside in varying weather conditions, frequent interruptions and some evening meetings/classes. May be required to work in an environment where there are fumes, temperature fluctuations inside and outside of building, noise, chemicals, poor ventilation, dirt, dust and insects.