

Paws4ever

Adoption Center Program

Adoption Center Manager Job Description

Position Summary

The Adoption Center Manager is responsible for overseeing all aspects of the Paws4ever Adoption Center. Key responsibilities include staff management, operations oversight, program evaluation, animal care, animal intake, adoptions, promotions, community pet support and guest services.

The Manager serves as a public representative of the organization, ensuring excellent customer service for adopters, volunteers, and community members. They are expected to uphold a high standard of professionalism, compassion, and care for all animals, staff, and guests.

This role supervises all Adoption Center staff and reports to the Executive Director, with accountability to the Board of Directors. Some evening and weekend shifts are required.

Key Responsibilities

Leadership & Staff Management 25%

- Partner with the Executive Director to hire and, when necessary, terminate Adoption Center staff.
- Provide ongoing training to ensure staff follow industry best practices.
- Conduct performance evaluations and document disciplinary actions.
- Set program goals in alignment with Paws4ever's Strategic Plan and oversee progress toward completion.
- Develop, review, and update Adoption Center policies and procedures.
- Foster effective communication through regular staff meetings
- Create and support autonomy for team members

- Streamline processes and create sustainability
- Create and maintain healthy team values and team culture
- Promote and enforce safe work practices; document, investigate and follow up with critical incidents.
- Create and manage staff schedules to ensure coverage and compliance with policies regarding breaks and overtime.
- Encourage staff development by identifying and supporting training opportunities.
- Work with Volunteer Manager to ensure safe and clean working environment and clear communications for all volunteers
- Provide information as needed to other program managers

Operations & Animal Care 25%

- Assess and approve admissions of animals from shelters, rescues, and community members, ensuring medical and behavioral criteria are met.
- Oversee safe and humane transportation of animals to the Adoption Center.
- Ensure animals receive quality care, including nutrition, enrichment, exercise, and medical attention.
- Oversee animal pathways
- Manage medical scheduling, evaluate weekly care, and communicate updates to staff and volunteers.
- Maintain accurate physical and electronic animal records, including medical, behavioral, and adoption profiles.
- Oversee housing assignments, play groups, isolation protocols, and enrichment programs.
- Stay informed on state regulations and ensure compliance.
- Ensure daily cleaning and sanitation of animal spaces on campus.

- Collaborate with the Executive Director and Facilities Committee to identify repair needs and facility improvements.
 - Assist with animal transport, daily husbandry and daily operations when necessary.
 - Ensure internal communication boards are up to date and effective.
 - Oversee Foster Program placement, communications and pathways.
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Adoptions, Guest Services & Community Relationships 10%

- Provide exceptional customer service to all visitors, adopters, and volunteers.
 - Answer inquiries via phone and email with professionalism and efficiency.
 - Maintain strong and healthy relationships with veterinarians, rescue partners, donors, adopters, and foster families.
 - Oversee all aspects of the adoption program, including promotions, form review, adoption appointments, and ensuring safe and successful placements.
 - Update and streamline processes as needed
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Community Support 25%

- Oversee the Community Pet Support (CPS) Program in collaboration with the Shelter Supervisor, Volunteer Manager and other support staff.
- Conduct and oversee phone, email and in person communications with CPS clients.
- Oversee resource inventory for CPS program - ensure supplies are stocked and alerts appropriate team members when resources are low. Review donations for CPS stock replenishment
- Ensure program client communications are tracked.
- Maintain healthy and strong relationships with partner veterinary clinics.

Administrative, Financial & Donation Processing 10%

- Maintain accurate animal and administrative records.
- Ensure responsible collection, processing, and documentation of adoption fees, donations, and other payments along with Development Manager
- Submit invoices to the Business Manager and track supply usage and shortages.
- Oversee food storage and donations, ensuring proper organization and rotation.
- Prepare reports for board, committee, and staff meetings; provide annual progress reports.
- Serve on committees as assigned.
- Ensure animal management software system is effective and accurate
- Ensure animal profiles are created on our website, along with Communications Manager
- Perform other duties as directed by the Executive Director.

Competencies

- **Ethical behavior:** Consistently upholds organizational values and legal standards.
- **Relationship building:** Strong interpersonal skills to foster positive internal and external partnerships.
- **Communication:** Clear and effective verbal, written, and public communication.
- **Creativity & innovation:** Ability to develop new solutions and opportunities.
- **Stakeholder focus:** Anticipates and responds to the needs of adopters, donors, and community partners.
- **Teamwork & leadership:** Motivates, mentors, and collaborates with others to achieve organizational goals.

- **Decision-making:** Balances urgency, risk, and organizational priorities in timely decisions.
- **Organizational skills:** Sets priorities, tracks details, and meets deadlines.
- **Planning:** Strategic vision to set goals, create action plans, and measure results.
- **Problem-solving:** Identifies causes, evaluates options, and implements effective solutions.
- **Conflict resolution:** Diffuses conflict, implements solutions, uses professionalism and discretion, and maintains documentation
- **Sets healthy boundaries:** maintains healthy work schedule and supports team members to do the same

Qualifications

- Associates degree in related field and at least 3 years of experience in animal shelter supervision or management or similar field or equivalent combination of education and experience.
- The successful candidate will have strong supervisory experience (preferably in an animal shelter environment), including training, team building, performance evaluations and disciplinary procedures.
- Must have strong animal handling skills and be comfortable working with all sizes and breeds of dogs and cats
- Must possess strong animal behavior and medical knowledge and communicable diseases
- Must have reliable transportation and a valid NC driver's license.
- Must have exceptional written and interpersonal communication skills, be attentive to details and self-motivated.
- Must be familiar with Microsoft and have the ability to learn and utilize new technologies.
- Must be able to prepare and maintain accurate administrative documentation, animal records and summary reports
- Experience working with volunteers and database systems
- Must be able to move/lift 50 lbs., bend frequently, and stand throughout the workday.

Working Conditions: Work is performed in a kennel/shelter setting. Exposure to disinfectants and zoonotic diseases is possible. Subject to animal bites and scratches.

Acknowledgment

I agree to perform the duties required of this position to the best of my skill, ability, and judgment.

Adoption Center Manager Signature: _____

Date: _____