



Job Description: Adoption Supervisor

Position Title: **Adoption Supervisor**

Accountable to: Shelter Director

Purpose of Position:

To direct and supervise the daily promotion and processing of adoptable shelter animals. Work effectively and cooperatively with the Shelter Director to ensure best practices in customer service, animal promotion, and adoption activities for the animal shelter and programs. The Adoption Supervisor also strives to consistently meet the goals and promote the mission of Animal Welfare League of Trumbull County (AWL); Rescue. Rehabilitate. Adopt. Educate.

Duties and Responsibilities:

In accordance with organizational policies, duties include but are not limited to:

- Oversee and assist with daily adoption operations including but not limited to processing applications, promotion of animals via social media and other avenues, and assisting in ensuring animals are moved to ideal kennels when going up for adoption.
- Assist with animal care needs such as morning cleaning, distributing meds, moving animals, etc.
- Managing adoption employees at the direction of the shelter director including: supervise, motivate, train staff.
- Oversee daily cash, check, CC transactions.
- Monitor and manage shelter average length of stay.
- Ensure available animals have photos and up to date information on website.
- Work with shelter director and CEO for scheduling adoption events and promotions.
- Develop and schedule social media posts to highlight available animals.
- Work with RVT and animal care supervisor to ensure new animals are up to date prior to adoption completion.
- Quality control of customer service during adoption process.
- Support open and transparent communication among staff.
- Actively work to ensure a cooperative culture that promotes positivity, team work, and integrity.
- Ensure information on white boards in reception area is up to date and accurate.
- Work with Animal Care Supervisor on the scheduling of surgeries prior to adoption completion.
- Monitor and ensure animals are moving through shelter processes.
- Represent AWL by providing excellent customer service.

Controls over Work:

The Animal Care Supervisor works under the general guidance of and is responsible to the Shelter Director.

Physical Demands:

The work may require occasional long periods of sitting at a desk while using a computer, calculator or other office equipment.

Must be able to lift 50 lbs.

This job requires the handling of animals of various disposition. At times animals may be aggressive and/or fractious.

Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels.

Requirements:

- Must have a valid Ohio Driver's license and be a legal citizen of the United States of America.
- A minimum of three years working in an animal shelter, animal rights or wildlife rehabilitation center, with at least one year supervisory experience preferred; or an equivalent combination of related education and experience.
- Must work independently and confidently using superior discretion and judgment.
- Must be able to meet and deal with the public in a tactful and diplomatic manner, communicate effectively with other individuals both verbally and in writing, and be able to objectively evaluate problems and recommend appropriate actions.
- Ability to prioritize with strong problem-solving skills and flexibility.
- Excellent follow-through skills and strong attention to detail.
- Ability to multi-task and handle several issues simultaneously.
- Energetic, team-oriented, and quality minded.
- Knowledge of word processing and spreadsheet software applications is preferred.
- Knowledge of PetPoint software is preferred.

Note: Under the provisions of the Immigration and Reform Act of 1986, the successful candidate will be required to provide both evidence of identity and eligibility for employment

Approved by Board of Directors _____