



POSITION DESCRIPTION

POSITION TITLE: Adoption Supervisor

DEPARTMENT: Adoptions

CLASSIFICATION: Non-Exempt

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Shelter Manager

POSITIONS SUPERVISED: Adoption Counselors and Adoption Volunteers

POSITION PURPOSE

This is a working supervisory position, under direct guidance of the Shelter Manager, which performs and supervises all aspects of the Kansas Humane Society Open Adoption Program. Follows all protocols to ensure KHS pets are adopted in a safe, timely, collaborative manner. Participates in and oversees special adoption events. Ensures the KHS adoption process offers customers the best experience possible. Perceives all who enter KHS as a potential donor and provides welcoming, high quality customer service to both internal and external regardless of the circumstances.

Assists the Shelter Manager with the hiring process, daily staffing schedules, staff and volunteer performance management, and annual performance evaluations. Recognizes and provides guidance for conflict resolution within the Adoptions department. Under supervision of the Shelter Manager, conducts and maintains the Adoptions Department's development and training program by following and keeping current the standard operating procedures. Communicates with all departments to recognize, and manage shelter flow and space on a daily basis. Works diligently to provide a safe and ethical working environment by following safety policies and procedures and making recommendations as needed for the improvement of shelter safety

ESSENTIAL FUNCTIONS

Customer Service: Provide and model timely, polite, and respectful internal and external customer service regardless of the circumstances. Must remain calm, flexible, and willing to see others perspectives. Provide recognition and support to both staff and volunteers for their individual contributions to our agency. Ensure that every individual who enters/calls our agency is recognized and treated as a potential donor.

Animal Adoption: Embrace the philosophy of and implement the KHS Open Adoption Program. Remain current and review the implementation of the ASPCA Meet Your Match Program for both canines and felines. And ensures staff and volunteers can adequately explain to potential adopters. Enter accurate owner data into PetPoint, and ensure appropriate adoption documents are provided to each adopter.

Adopter Education: Remain current in and train staff in humane animal husbandry. Promote open ended conversations between counselors and adopters so that potential adopters are provided with the resources to be successful pet owners based on their individual needs.

Quality Assurance: Ensure that the Kansas Humane Society adopts quality physically and behaviorally healthy pet animals by continuously monitoring the physical and behavioral health of all pets in the care of our agency. Meet the needs of pets who display signs of physical or behavioral illness accordingly. Adopters of pets who have minor medical or behavioral issues will be fully informed of the animal's condition(s) as well as potential implications the condition(s) may have upon the pet in the future. Provides and oversees enrichment for pets housed in the Adoptions Area on a daily basis, and animals behind the scenes as time permits.

Staff and Volunteer Management: Supervises Adoption Staff and Adoption Volunteers, as they carry out their daily duties within the agency. Assist Shelter Manager in maintaining proper staffing levels; interviews, hiring, onboarding, and orienting. Oversee ongoing coaching and training of staff by providing regular, ongoing feedback and assisting with performance evaluations. Provides guidance, direction, and resolutions for departmental or staff issues. Assists the Shelter Manager with reviewing and making on-going recommendations on training plans to ensure and oversee continuous development/improvement of staff and volunteers.

Euthanasia by Injection: Earn and maintain status as a Certified Euthanasia Technician. Work with other CET's to properly restrain and calm animals during the euthanasia process. Provide oversight for humane euthanasia based upon established protocols. Handle animals and make decisions regarding their disposition.

Resource Management: Serve as steward of KHS resources. Utilize staff, volunteer and monetary resources effectively. Assist the Shelter Manager in the planning process as needed to ensure consistent and smooth flow of animals through our agency. Prioritize to accomplish task(s) that are most critical to the agency. Inventory supplies and anticipate needs for the Adoption Department.

Safety Committee: Participate in Monthly meetings, and safety checks. Implement and enforce the safety policies and procedures, in particular, the use of Personal Protective Equipment as appropriate in the Adoption Department.

Shelter Operations: Assist Shelter Manager with monitoring the efficient movement (flow) of animals through the shelter, as well as the behavioral and physical health of animals. Be an active participant in the Daily Rounds Committee. Coordinate the movement of animals with other departments to maximize shelter flow efficiency. Recommend adoption events as needed. Oversee Adoption events. Ensure sanitation protocols are followed to the highest standards. Use appropriate precautions and PPE when an animal presents with illness and injury. Ensure that the animal's needs are met accordingly. Assist all shelter heads in setting short-term and long-range goals to improve the quality of care of pets while in the care of the Kansas Humane Society. Ensure the safety of staff and animals is top priority by following safety procedures and policies.

Training: Assist the Shelter Manager with development and maintenance of training procedures. Implement departmental training for Adoption Staff. Participate in staff training and development opportunities if available. Participate in special events/projects, and cross training programs.

QUALIFICATIONS

EDUCATION/CERTIFICATION

High School Diploma or Equivalent. Must be willing and able to obtain and maintain status as a KHS Certified Euthanasia Technician.

REQUIRED SKILLS AND ABILITIES:

This is a working supervisory position that requires a high degree of internal and external customer service skills, flexibility, conflict resolution skills, and team building. Excellent communication skills are a must. Must be able to work within a fast paced, unpredictable environment. The ability to cope with physically and emotionally demanding work. Must have the ability to exercise good judgment and make independent decisions with limited supervision. Must have a respect for the human/animal bond. Must be competent in handling all types of companion animals including but not limited to: dogs, cats, rodents, and birds.

PREFERRED EXPERIENCE:

Supervisory and leadership experience with background in a care-giving or customer service field. Knowledge of health, behavior and well-being including nutritional needs. Basic knowledge of common animal diseases, positive reinforcement based training/ animal handling experience. Working knowledge of animal sheltering.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

TALKING: Ability to speak effectively and communicate clearly,
AVERAGE HEARING: Able to hear average conversations
REPETITIVE MOTION: The employee is regularly required to type, stand, sit, kneel, and squat.
FINGER DEXTERITY: The employee is regularly required to use hands to type.
AVERAGE VISION: Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

PHYSICAL STRENGTH:

- Physical restraining of small and large animals 5lb to 100lb (daily)
- Pulled/jolted/jumped on by small and large animals 5lb to 100lb (daily)
- Lifting, carrying, pushing, pulling, throwing of 5lb to 100lb (daily)
- Stooping to pick up items (daily)
- Climbing of step ladder (occasionally)
- Hands exposed to water and cleaning chemicals (daily)
- Frequent verbal communication required (daily)
- Repetitive motion and lifting up to 30lbs above shoulder height (daily)
- Must be able to use both hands for repetitive actions; firm grasp, fine manipulation and typing (daily)
- Standing, walking, mopping, kneeling on hands and knees, crouching, crawling (daily)

WORKING CONDITIONS

Must be comfortable handling dogs, cats and small mammals on a daily basis. Will handle sick, injured, or deceased pets. Noise exposure varies, and often includes barking and other animal vocalizations. Animal waste contact, smells, and visual exposure are prevalent. Exposure to industrial cleaning supplies.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Ability to deal with multiple situations under only limited standardization. Required to manage awkward, emotional, and sometimes hostile

customers, and allow for the best customer experience possible.

MATHEMATICS ABILITY: Ability to add, subtract, multiply and divide in all units of measure using whole numbers and common fractions.

LANGUAGE ABILITY: Ability to read, analyze, and interpret documents. Ability to communicate clearly.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization. Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.