



**Job Title:** Adoptions Program Supervisor  
**Department:** Animal Care – San Luis Obispo  
**FSLA Status:** Exempt  
**Benefit Status:** Full-Time  
**Supervisor:** Director of Operations  
**Effective Date:** 01/01/2023

### **VISION:**

The Woods Humane Society (WHS) staff thrives on providing all patrons with exemplary customer service; all animals with the best possible care WHS resources permit; a pleasurable work environment rich in practical learning, efficient and effective work habits, and impactful team work.

### **POSITION SUMMARY:**

The Adoptions Program Supervisor ensures high-quality animal care and adoption services through effective team leadership. The Adoptions Program Supervisor is responsible for the Department's day-to-day activities and procedures, as well as managing the front office, including but not limited to supply ordering, office equipment maintenance, and ensuring the Woods Goods retail store remains profitable and successful. The Adoptions Program Supervisor also ensures Adoption Specialists are performing efficiently and effectively while following procedures and providing superb customer service.

### **EDUCATION AND EXPERIENCE:**

- Bachelor's degree in Animal Science or equivalent combination of education, training and experience
- A minimum of three (3) years relevant experience in animal care required;
- A minimum of three (3) years in customer service (any field) preferred;
- A minimum of three (3) years supervisory experience preferred;
- Certified Euthanasia Technician (CET) credential and Veterinary Assistant Controlled Substance Permit required within 6 months of hire;
- Possession of a valid California driver's license with no restrictions and proof of California required auto insurance.

### **ESSENTIAL KNOWLEDGE AND SKILLS:**

- Compliance with department, county, and state laws and ordinances regarding animal welfare.
- Demonstrated ability to utilize Fear-Free techniques when handling animals
- Demonstrated supervisory knowledge, including motivational techniques and professional development/training and evaluation methods.
- Excellent interpersonal skills and a commitment to helping others reach their full potential.
- Ability to work in an emotionally taxing field – a positive attitude and sense of humor are essential.
- Ability to organize, prioritize and manage multiple tasks.
- Ability to articulate thoughts and express ideas effectively using oral, written and non-verbal communication skills (to inform, instruct, and persuade), to multiple audiences, as well as to listen for meaning and understanding.
- A desire to communicate with staff, volunteers, adopters, and other members of the public in a consistently professional and educational manner.
- Ability to utilize operating systems and shelter database software related to position
- Proficiency in QuickBooks Point of Sale and Microsoft Office applications including Word, Excel and Outlook

- Willingness to work a flexible schedule including weekends, holidays and the occasional evening.

#### **PHYSICAL REQUIREMENTS:**

- Must be able to stand, walk, sit, talk, hear and see, stoop, bend, squat, kneel, grasp, place fingers together firmly, reach above and below shoulder level and lift arms; push, lift or pull 50 pounds for situations involving restraining or moving animals and lifting supplies, materials, and equipment; work in an environment with daily changes in climate;
- Repetitively use hands to move animals and operate computers;
- Flex the neck upward and downward; twist the neck and the waist;
- Specific vision abilities required are close and mid-range vision, distance vision, color vision, peripheral vision, and ability to focus;
- Appropriately and humanely restrain cats and dogs; control dogs on a leash; work with a variety of animals and their individual needs and temperaments.
- Ability to tolerate extended periods of 4 to 6 hours of performing moderately strenuous activities including standing, lifting, stretching, and bending;
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **RESPONSIBILITIES:**

##### **Supervisory**

- Protect the health, safety, and well-being of the animals in the care of WHS.
- Provide leadership, motivation, and collaborative direction and guidance for and to department staff and volunteers.
- Responsible for the hiring, onboarding, supervising, coaching, development, and training of departmental staff, providing regular, on-going feedback and timely evaluations.
- Collaborate with Human Resources to address employee problems and grievances while observing State and Federal employment laws.
- Conduct meetings with staff to review procedures, discuss workplace issues and share ideas to improve animal care, the customer service experience, and the organization in general.
- Maintain departmental staff schedules, providing adequate coverage for all shifts.
- Utilizing time-keeping software, verify veracity of hours worked, and time off is recorded on employee time sheets accurately. Ensure employee approval is obtained for each payroll period.
- In conjunction with the Director of Operations (DOO), establish and enforce all policies and protocols for animal care, customer service, and the Woods Goods retail store, while maintaining appropriate and accessible manuals.
- Ensure each team member in the Adoptions Program is cross-trained to provide animal care, retail sales, customer service, and public interaction with the animals of WHS.
- Ensure proper care and attention is provided to all animals in WHS' custody in accordance with WHS policies and procedures and all animal welfare laws.
- Participate in daily rounds and the daily morning meeting.
- Ensure the general public, both in-person and via telephone or email, is assisted in a helpful, professional, polite and timely manner, while maintaining and providing a high level of personalized customer service.
- Ensure department staff responds to all voicemails throughout the day, ensuring all messages have been responded to by the end of each business day.

- Accurately field basic questions regarding the services and programs provided at WHS as well as handling problematic situations, disgruntled customers, or department staff with compassion, patience and tact.
- Manage the adopter information shared with contracted animal welfare vendors
- Perform a weekly audit of returned animals via the shelter database, making corrections as needed.
- Reconcile the daily cash drawer and journal at closing with weekly cash and check deposits for the customer service Point Of Sale (POS).
- Prepare monthly Adoption Program Reports for the Board Packet.
- Serve on the Disposition Committee by attending weekly meetings, providing input on animal behavior and suitability for adoption up to and including euthanasia decisions.
- Serve on the Safety Committee, attending monthly meetings and participate in training activities
- Attend and participate in all required manager, supervisor, and staff meetings and/or trainings.
- Assist the Directors of Development and Operations in the publicity goals of WHS, including the identification of key stories that may improve or enhance the image of the shelter and its related programs as well as planning for in-house adoption programs and special events.
- Attend special events as needed.
- Carry out other duties as assigned by the DOO

#### **Retail**

- Process retail inventory receiving, and facilitate the pricing and stocking of the Woods Goods retail store while ensuring items are processed through the POS.
- Coordinate and participate in the annual inventory of all retail items.
- Work with the DOO and Finance Department on inventory control.

#### **General**

- Participate in day-to-day animal care to ensure proper coverage and maintain working knowledge of each animal's needs – This necessitates flexible scheduling to accommodate weekend events and special staffing needs.
- Assist with animal restraint for basic medical care, which may include microchipping, vaccinating, parasite treatments, and sedation for euthanasia.
- In conjunction with other CET trained staff, perform euthanasia as required.
- Assist the Behavior and Training Manager in the planning and implementation of training protocols for specific animals undergoing behavior modification.
- Work collaboratively with the Medical Department to ensure medical concerns are addressed and treatments are managed effectively.
- Assist staff in maintaining animal exercise groups and enrichment according to the WHS protocol and procedures.
- Ensure animal care tasks are maintained and updated at all times, including but not limited to: feeding charts; placing collars and tags on all animals; updating kennel cards; behavior charts.
- Maintain and prepare daily reports and checklists (i.e., in-care reports, status, location, kennel cards)
- Process donations, payments and refunds according to established policies through QuickBooks Point of Sale (POS)
- Maintain animal microchip registry and data transfers

- Order and inventory office supplies and equipment for the San Luis Obispo (SLO) facility and assure appropriate quantities of supplies are on hand at all times. Regularly research new products, equipment, and pricing.
- Perform and/or delegate general housekeeping within the department and other areas as assigned.
- Ensure breakroom and kitchen are clean, organized and stocked.
- Make bank deposits as needed, but at a minimum, on a weekly basis.
- File and maintain archival paperwork

**WORKING ENVIRONMENT:**

Work is performed in an animal shelter. There is a potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

**DIRECT REPORTS:**

Adoption Specialists

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This job description explains and outlines qualifications and requirements specific to this position. The job description may evolve over time including additions, deletions or further revisions as necessary. Your employment as an **Adoption Program Supervisor** or in any other position at Woods Humane Society is at-will and is for no set term; either you or Woods Humane Society may terminate the employment relationship at any time. By signing below, you indicate you have a clear understanding of what is required, that you possess the necessary skills, certification(s), license(s) and /or /permit(s), you have a commitment to follow through with the duties as outlined and you are willing to accept changes to the job description as it evolves.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_