

Effective: January 1, 2024
Job Title: Adoption Program Supervisor
Department: Adoption Program
Reports to: Director of Operations
Direct Reports: Adoption Specialist I & Adoption Specialist II
Primary Location: San Luis Obispo Atascadero Both
Travel Required: Yes No
Remote Work Available: Yes No Very Limited
Employment Type: Full-time (≥ 30 hours/week) Part-time (< 30 hours/week) Temporary On-Call
 Exempt Non-exempt
Schedule: Average 40-hour work week with weekend, evening and holiday availability



Mission: Our Mission is to rescue and shelter homeless companion animals, promote responsible pet ownership, provide humane education and celebrate the human-animal bond.

Vision: Our Team is dedicated to delivering exceptional customer service, offering the best care within our means to every animal, and treating every individual, whether human or animal, with empathy and kindness. We strive to work efficiently, creating a positive and collaborative work environment that fosters growth and learning.

Working Environment: Work is conducted within an animal shelter environment. This may involve exposure to environmental factors, including temperature fluctuations, elevated noise levels, zoonotic diseases, animal waste, potentially hazardous chemicals or materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects, as well as the possibility of interacting with hostile individuals and handling dangerous or aggressive animals.

Physical Requirements:

- Must be able to stand, walk, sit, talk, hear and see, stoop, bend, squat, kneel, grasp, put fingers together firmly and reach above and below shoulder level and lift; push, lift or pull 50 pounds for situations of restraining or moving animals and lifting supplies, materials and equipment;
- Repetitively use hands to move animals around 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 in multiple settings both in and out of the clinic/shelter;
- Be able to tolerate extended periods of 4 to 6 hours of performing moderately strenuous activities, standing, lifting, stretching and bending;
- Work in an environment with daily changes in climate;
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May require long hours, including evenings, weekends, and holidays, to ensure the shelter's operation and address emergencies or issues outside of regular working hours.

Mental and Emotional Resilience: Working in an animal shelter requires a commitment to support the animals in our care. This includes challenges of animal welfare, including euthanasia and potentially hostile or difficult situations.

Job Title: Adoption Program Specialist

Job Summary: Under the direction of the Director of Operations, the Adoption Program Supervisors (APS) plan, organize, coordinate, and direct the activities of the Adoption Specialists in the provision of animal care and adoption counseling, ensuring high-quality animal care and adoption services. This role involves decisive leadership, managing resources, and optimizing efficiency. Responsibilities include staffing decisions, volunteer oversight, conflict resolution, and fostering a positive team dynamic. Beyond leadership, the APS will handle animal care tasks, assist the public with compassion, and manage the Woods Goods retail store ensuring accurate inventory and profitability. **The Adoption Program Supervisors in the San Luis Obispo location are a team of supervisors, providing seven (7) day coverage, through effective team leadership.

Required Education and Experience:

- Bachelor's degree in Shelter Management, Animal Science, Animal Welfare Management or a closely related field, or the equivalent combination of education and experience;
- Certified Euthanasia Technician (CET) credential and Veterinary Assistant Controlled Substance Permit is required within six (6) months of hire;
- A minimum of two (2) years direct animal care experience with a demonstrated ability to utilize Fear Free techniques when handling animals with working knowledge of breeds, disease, animal handling, and animal behavior;
- Possession of a valid unrestricted California driver's license with required auto insurance.

Preferred Education and Experience:

- Experience in a leadership role preferred, within a non-profit organization is highly desirable;
- A minimum of three (3) years' relevant experience in customer service (any field) is preferred.

Essential Skills:

- Mission Dedication & Work Ethic:
 - Displays an unwavering commitment to Woods Humane Society's mission;
 - Energetic, hardworking, and a collaborative team player;
 - Maintains a positive, enthusiastic, and professional image when representing Woods Humane Society;
 - Ability to handle animals safely with patience and gentleness and a personal commitment to animal welfare;
 - Ability to have unbiased and non-judgmental interactions with the public.
- Leadership & Management:
 - Ability to develop and execute plans aligned with organizational goals;
 - Fosters a management style emphasizing respect, teamwork, and transparency;
 - Proficient in task delegation, staff training, performance evaluation and team development.
- Communication & Engagement Excellence:
 - Exceptional written and verbal communication skills, capable of conveying information professionally and educationally to diverse audiences;
 - Ability to clearly articulate the vision, mission, and goals of the organization to inspire and motivate the team;
 - Proficient in building partnerships and relationships.
- Adaptability & Time Management:
 - Ability to set and manage priorities while remaining flexible to meet deadlines;
 - Able to thrive in a fast-paced environment, handling multiple tasks under pressure;
 - Maintains a flexible schedule, including availability for evening and weekend work.
- Analytical, Problem-solving & Organizational Abilities:
 - Ability to exercise independent judgement to apply facts and principles for developing approaches and techniques to problem resolution;
 - A collaborative approach to solving complex problems.

Job Title: Adoption Program Specialist

- Technology Proficiency:
 - Proficient in technology, including Microsoft Office Suite, and other job-related software and equipment.
- Compliance with Legal and Regulatory Framework:
 - Compliance with Federal, State, County & Department animal welfare laws and regulations;
 - Compliance with Federal, State and local employment laws and regulations;
 - Compliance with Occupation Health and Safety requirements (OSHA & Cal-OSHA).
- Confidentiality:
 - Handles confidential information with discretion.

Key Responsibilities:

Leadership

- Foster a robust and transparent working rapport with the Director of Operations, ensuring open channels of communication pertaining to the department's program initiatives, achievements, and setbacks;
- Exhibit decisive leadership by providing guidance and direction, managing resources, and optimizing team efficiency, facilitating the ongoing advancement and supervision of an efficient and streamlined department; involve team members in decision making when appropriate;
- Demonstrate ethical behavior, integrity, and transparency (when possible) in all interactions, maintaining composure and adaptability in the face of challenges and setbacks;
- Determine department staffing requirements, develop suitable schedules, conduct interviews, and collaborate with Human Resources to facilitate the hiring and onboarding of new employees;
- Collaborate with the DOO to determine the need, roles and responsibilities of volunteers in the department and oversee their activities;
- Actively listen and communicate clearly, ensuring direct and indirect reports understand expectations, goals, and tasks; providing regular, constructive feedback, recognizing team members achievements and contributions and completing timely performance reviews;
- Address and resolve conflicts, promoting a harmonious, supportive and inclusive work environment;
- Assign and/or delegate tasks and responsibilities to team members based on their strengths and expertise while providing guidance and support as needed, trusting and empowering team members to make decisions and take ownership of their work; support team members' growth and provide opportunities for skill development;
- Foster a positive team dynamic, building trust, and promoting collaboration among team members and other departments;
- Manage high-pressure situations and emergencies effectively while keeping the team focused and calm;
- Embrace change and guide the team through evolving circumstances and challenges;
- Leverage technology and tools to streamline processes and enhance productivity;
- Continuously improve leadership skills through learning, self-assessment and seeking feedback.

Adoption Program

- Collaborate with the DOO to establish, implement and enforce policies and protocols for animal care and adoption counseling services to ensure animals move efficiently through the adoption process, prioritizing the well-being of the animal and excellent customer service, maintaining appropriate and accessible manuals;
- Participate in daily rounds and facilitate the daily morning meeting;
- Participate in day-to-day animal care to ensure proper coverage and maintain working knowledge of each animal's needs;
- Assist with animal restraint for basic medical care, which may include microchipping, vaccinating, parasite treatments, and sedation for euthanasia;

Job Title: Adoption Program Specialist

- 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 WHS protocols 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; and behavior charts;
- Ensure department staff responds to all voicemails promptly and handles inquires with compassion and tact;
- Manage the adopter information shared with contracted animal welfare vendors;

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 quarterly inventory of all retail items collaborating with the DOO and Finance Department on inventory control.

Customer Service

- Ensure that the general public, in person, via telephone and e-mail is assisted in a helpful, professional, and timely manner, providing a high level of personalized customer service;
- Accurately field questions regarding the organization's services and programs.

Safety

- Promote a culture of safety, leading by example, and addressing safety concerns promptly;
- Ensure all team members receive appropriate training in the following:
 - Animal Handling Safety Techniques
 - Fire Safety and Emergency Response
 - Injury Reporting
 - Zoonotic Disease Prevention/Bloodborne Pathogen Prevention including the use of Personal Protective Equipment and good hygiene practices;

Administrative

- 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;
- Participate as an active, voting member of the Pathway Planning Committee;
- Maintain animal microchip registry and data transfers;
- Process donations, payments and refunds according to established policies though Point of Sale (POS) software, reconciling the daily cash drawer and journal at closing, with weekly cash and check deposits for the POS;
- Maintain and prepare daily reports and checklists (i.e., in-care reports, status, location, kennel cards); perform a weekly audit of returned animals via the shelter database, making corrections as needed; prepare monthly Adoption Program reports;
- Oversee maintenance of proper supply inventory, storage, handling and documentation of all substances, supplies, and proper functioning of all equipment within the department;
- Assist with marketing efforts for adoption services and other training services available to the public; 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;
- Act as a representative of the organization, attending events, interacting with donors and participating in community outreach programs, public education initiatives and partnerships with animal welfare organizations;

Job Title: Adoption Program Specialist

- File and maintain archival paperwork;
- Perform and/or delegate general housekeeping within the department and other areas as assigned, ensuring the breakroom and kitchen are clean, organized and stocked;
- Utilizing time-keeping software, accurately record all time worked as well as designated lunch periods. Check time cards regularly to verify accuracy of your entries. Report any discrepancies immediately to your supervisor or the Human Resources department;
- Maintain strict confidentiality with client and donor information;
- Regularly attend all leadership and staff meetings;
- Complete all required and assigned training;
- Carryout other duties as assigned by the DOO.

Woods Humane Society is committed to fostering, cultivating and preserving a culture of diversity, equity, inclusion and belonging.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievements as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

All employees of Woods Humane Society have a responsibility to treat others with dignity and respect at all times.

This Job Description provides a detailed overview of the qualifications and requirements specific to the designated role. It is important to note that the job description may be subject to periodic updates, including additions, deletions or further revisions as deemed necessary.

Your employment, whether in the mentioned position or any other role at Woods Humane Society, is at-will, with no predetermined term. This means that either you or Woods Humane Society retains the right to terminate your employment relationship at any point.

By signing below, you affirm your clear understanding of the job's requirements, your possession of the requisite experience, skills, certifications, licenses, or permits, your commitment to fulfilling the outlined duties, and your willingness to adapt to changes in the job description as it evolves. Furthermore, you agree to promptly report any discrepancies or concerns related to the job description to your immediate supervisor or the Human Resources Department.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Name: _____

Supervisor Signature: _____ Date: _____