



## Job Description - JVA

**JOB TITLE: Adoption Supervisor**

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Apply for this opening by clicking here: [Job Application Link](#)

**FLSA:** Exempt (salaried)

**REVISED:** April 11, 2016

**REPORTS TO:** Adoption Manager

**SUPERVISES:** Adoption Counselors and Other Assigned Staff

### **Position Summary:**

Supervises and evaluates assigned staff, assigns duties, and assures the effectiveness of department functions. Provides service and guidance as needed to resolve customer concerns. This position will require rotation between main campus, the Petsmart Charities Everyday Adoption Center, offsite events and other offsite adoption centers that exist, as required. Oversees assigned volunteers.

### **Essential Duties and Responsibilities:**

- Direct and supervise adoption staff. Direct and oversee the activities of assigned volunteers.
- Assign and coordinate work schedules of adoption staff.
- Report personnel problems to manager as appropriate.
- Evaluate and document staff performance and address performance problems.
- Administer discipline and/or assist the Adoption Manager with administering discipline as directed.
- Assist the manager with screening applications, interviewing and hiring new staff.
- Participate in the training of staff to assure compliance with all safety regulations, Foundation policies and procedures.
- Ensure that State laws and regulations are followed.
- Continually review assigned adoption area facilities and equipment for cleanliness, safety and operational efficiency. Address and/or resolve any problems immediately and report unresolved problems.
- Maintains a positive shelter culture through training, communication and accountability of the Adoptions team.
- Represents the Foundation to the news media and other public communications as required.
- Assists Adoptions team and other departments with offsite adoption events as needed
- Assure that humane care and proper attention is provided to all animals in adoption department.
- Respond to and address customer service problems immediately.
- Assist staff in daily cleaning of adoption area when applicable.
- Assist staff with or perform customer adoption process when applicable.
- Assure all animals housed in adoptions receive timely vaccinations.
- Maintains a professional appearance at all times.
- Composes correspondence and other documents; performs administrative duties to support the operations of the department.
- Provides information and assistance to internal and external customers as required.
- Contributes to the efficiency and effectiveness of the department's service to its customers by offering suggestions and directing or participating as an active team member.
- Other duties as assigned.

### **Education and Experience Requirements:**



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- Equivalent to a High School diploma.
- Two years of professional experience providing customer service in an animal adoption or closely related environment.
- One year of professional experience in a leadership role.
- At the sole discretion of The Animal Foundation, minimum experience requirements may be substituted for an equivalent combination of education, training, and experience that provides the necessary knowledge, skills and abilities.

#### License & Certification Requirements:

Must possess, or have the ability to obtain, a valid Nevada Driver License. Some positions may also require incumbent to be at least 21 years of age for the purpose of driving regularly for work. For these positions, incumbents under age 25 must possess and maintain a clean driving record, and be licensed for at least three years prior. Those over age 25 must possess and maintain a safe driving record that will allow for acceptable insurance risk to the Foundation.

#### Required Knowledge and Skills:

Knowledge of:

- Principles and practices of customer service.
- Principles and practices of supervision and management of staff.
- Basic interviewing techniques.
- Standard office administrative practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- Animal health, nutrition, and humane care.
- Animal breeds and characteristics.
- Techniques for dealing effectively with co-workers and the public, in person and over the telephone.
- Correct business English, including spelling, grammar and punctuation. Some positions may require understanding and speaking Spanish, as well as English.

Skill in:

- Gathering and compiling information; preparing accurate reports and summaries.
- Dealing tactfully and effectively with staff, volunteers and the general public.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of assigned team or department goals, objectives and activities.
- Preparing clear and concise reports, correspondence, instructions and other written materials.
- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

#### Working Conditions and Physical Effort:

Physical ability and mobility to walk, reach with hands and arms, climb or balance, stoop, kneel, crouch and



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crawl. Strength to lift and/or move materials weighing up to 25 pounds frequently, 50 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is continuously exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites and occasional work outdoors for extended periods of time while exposed to cold and extremely hot temperatures.

All TAF employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

***This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.***

Regular work schedule may include Saturdays, Sundays, and holidays.

If you meet the minimum qualifications for education and/or experience described above, you are encouraged to fill out an online application. For unpaid or volunteer opportunities, please visit our website. This job is open until filled. After it's filled, we may continue to accept applications, to establish a list for future vacancies.

#### **Pay and Benefits:**

Fair pay and good benefits, including employer contribution to health insurance, and paid time off for full time employees. All jobs are regular full time, unless noted otherwise. Our Summary of Benefits may be found [here](#). Additional benefits are available for certain positions.

#### **About Us:**

The Animal Foundation is a private, non-profit agency dedicated to making a difference in the lives of animals in the Las Vegas Valley. To promote the humane treatment of animals, The Animal Foundation operates Nevada's largest open-admission shelter (Lied Animal Shelter), taking in approximately 30,000 lost, unwanted and abandoned pets every year. Additionally, the Foundation offers adoption services, lost and found services, volunteer and foster opportunities, and low-cost spay and neuter and vaccination clinics. To learn more about The Animal Foundation, the jobs available, and an online application form, visit [animalfoundation.com/employment](http://animalfoundation.com/employment).

We envision a humane and compassionate community for all animals. Our mission is save the lives of all healthy and treatable animals in the Las Vegas Valley.