

Pet Adoption Manager (Greeley, CO Location)

Job Title:	Pet Adoption Manager
Department:	Shelter - 02
Job Classification:	Full time, exempt position, salary range is \$60-65k
Job Relationships:	<p>Reports directly to the Associate Director of Operations and indirectly to the Director of Operations. Directly supervises 3 employees and provides management oversight 16+ indirect reports. Supervises volunteers as assigned.</p> <p>Works closely with staff from other campuses in the Veterinary Services, Foster and Transfer, Behavior and Enrichment, Development, Marketing departments, and other members of the Organization.</p>

The Pet Adoption Manager is responsible for the daily operations and welfare of the Pet Adoption Campus animals, staff, facility, volunteers, and relationship with the general public. The position manages up to three (3) supervisors or coordinator level staff members directly and more than sixteen (16) staff members indirectly. Ensures appropriate training and development for department staff and applicable volunteers. The Pet adoption Manager is responsible for team leadership and strategic growth to ensure overall success. The schedule for the position is generally Sunday through Thursday or Tuesday through Saturday with evenings, nights, weekends, on-call and holidays as required. This position will work at our Weld Campus until the opening of the Adoption Campus in 2025. This job regularly travels and works at all organization campuses (Greeley, Larimer, and Weld), offsite adoption locations, and worksites.

Essential Duties/Responsibilities:

Adoption Campus Start-Up Responsibilities

- Finalizes job descriptions, recruits, interviews, and hires new employees
- Collaborates with Volunteer Manager on volunteer needs and job descriptions
- Develops and implements SOPs and protocols for successful operation of facility
- Creates training and learning plans for staff for pre-move and post-move needs

Shelter Operations

- Hires, manages, supervises, creates and implements training, including safe work practices and growth opportunities for Adoption Campus staff and volunteers. Develops and implements Adoption Campus-related SOPs.
- Responsible for understanding all functions and tasks within scope of responsibility and performing duties of direct reports and their respective staff members as needed
- Participates in all staffing needs including but not limited to performance reviews, disciplinary actions, recognition, scheduling, payroll approval and serves as primary escalation point for supervisors and client-related concerns.
- Ensures proper staffing levels, census management, and inventory of shelter supplies, food, and medical necessities
- Coordinates and manages adoption events, on and off site, and serves as primary contact for animal-related events
- Performs daily rounds of facility, grounds, and animal wards to assess conditions, address concerns, and maintain safe work practices.
- Responsible for handling, vaccinating, examining and medicating animals.
- Models the Standards of Professional Conduct and consistently meets attendance and punctuality expectations
- Builds and maintains Organization-wide relationships, actively supports decisions of management and works collaboratively within the Organization through communication, cooperation and information sharing
- Assists with compliance with all Federal, State and local animal care and sheltering requirements (PACFA, DEA, OSHA)
- Responsible for development of annual plans, strategic planning, and Adoption Campus budget and monitors expenditures

Other Duties/Responsibilities:

- Performs other duties as assigned
- Serves as backup to Facilities team on vendors and onsite contractors
- Serves as a member of the Emergency Response Team
- Work closely with Development team on monetary and in-kind donation needs
- Work closely with the Marketing team to identify animal highlight opportunities

Job Qualifications:

Education/Experience:

- Minimum of a bachelor's degree or equivalent applicable professional work experience.
- A minimum of one (1) year previous staff or volunteer supervisory experience in an animal shelter, or similar animal welfare organization, required.
- Minimum of two (2) years staff or volunteer management of 4 or more people required.
- Two (2) years working with the general public in a customer/client focused position required.
- Proven personnel training and department staffing experience required.
- Experience hiring, training, scheduling, and evaluating staff or volunteers required.
- Previous experience with Chameleon software, or other animal shelter software, highly desired.
- Ability to identify basic facilities and maintenance issues and ability to use basic maintenance tools and equipment highly desired.
- Bilingual English/Spanish reading, writing, speaking and understanding a plus and includes a wage premium.

Knowledge:

- Animal health, care, welfare, behavior, and enrichment.
- Strong animal handling skills, including knowledge of breeds, colors, and non-domestic species (e.g., exotics).

Skills:

- Proficient in Microsoft Office and specialized software.
- Strong written, verbal, and public speaking skills.
- Excellent organization, customer service, and interpersonal communication.
- High emotional intelligence, integrity, and work ethic.

Abilities:

- Able to exercise good judgment when dealing with personnel, client, animal and management issues.
- Able to work with, and to see and hear, animals.
- Effective record keeping ability.
- Able to work independently and in a team setting.
- Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment and maintain composure in stressful and emotional work situation; Able to use sound judgment when dealing with confidential information
- Proven ability to learn specialized software.
- Proven ability to perform euthanasia.

Other:

- Must be at least 21 years old.
- Valid Colorado driver's license, insurable record, and personal auto insurance.
- Willing to perform euthanasia and obtain euthanasia/vaccination certification.
- Willing to receive rabies vaccination and periodic titer testing.

Working Conditions:

Work Environment: Most work is performed in normal animal shelter setting; potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals; exposure to cleaning products; exposure to various weather conditions when working outside. Exposure to clients showing a wide range of emotions including hostility.

Physical Activities Include: Must be able to lift and carry 50 pounds without assistance and heavier amounts with assistance. Potential for standing, walking and sitting up to eight (8) or more hours a day; listening and verbally speaking on the telephone and in person; scrubbing and mopping; sitting at a desk; performing repetitive data entry; driving on behalf of the Organization; bending, squatting, cleaning; performing physical examinations on animals; animal restraint; handling syringes and needles.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.