



Job Title: Adoption and Retail Supervisor

Classification: Full- time, salaried, exempt

Department: Shelter

Job Relationships: Reports to Director of Operations. Directly supervises Adoption Associates, Receptionist, Retail and Offsite Coordinators, Meet Your Match program participants, and assigned volunteers.

Job Summary: Responsible for the overall operations of the APL's Adoption program. The Adoption Supervisor ensures quality, consistent customer service by supervising, coaching, and supporting assigned staff and volunteers. Promotes and markets adoptable animals, retails supplies, and solicits donations. Sets and achieves Adoption and Retail goals, including number of adoptions and adoption/retail revenue targets.

Duties & Responsibilities:

Animal Flow and Adoptions:

- Develops, implements, and coordinates adoption campaigns and programs; constantly seeks new ways to promote the adoption of animals.
- Actively monitors animals' length of stay on adoption floor. Identifies animals in need of special marketing and works diligently to champion their placement.
- Assigns special adoption fees for animals, as appropriate
- Works closely with Animal Care Supervisor to monitor shelter population and ensure optimal number of animals remain available for adoption
- Monitors adoption follow-up program; handles post-adoption concerns promptly and professionally, and maintains proper documentation of all client interactions
- Responsible for maintaining all components MYM program including timely assessments of animals and completion of adopter surveys; communicates with program participants; proactively addresses any concerns regarding assessment flow and adopter participation
- Maintains excellent communication with Director of Operations and alerts DO to any potential concerns within the department
- Working Supervisor who performs Adoptions and Client Services duties including:
 - Conducts adoptions, provides adoption counseling/animal selection assistance, enters computer data, completes necessary paperwork and performs follow-up services
 - Assists clients seeking lost animals
 - Educates clients on responsible animal guardianship and animal care

Department Supervision:

- Responsible for Adoption department's overall performance, work areas, supplies, and inventory; ensures that departmental duties and work projects are performed professionally, accurately, and promptly
- Orients new staff and ensures all staff is trained and coached to a level necessary to achieve the APL's mission and goals. Coaches staff by providing regular, ongoing feedback and training.

- Ensures quality and prompt client services are provided to patrons, visitors, staff and volunteers.
- Assists staff in situations requiring immediate problem solving. Handles escalated client situations. Takes control of situations that could be potentially damaging to the professional image of the APL.
- Generates revenue in retail sales through suggestive selling prior to completing transactions
- Determines staffing levels and schedules staff to ensure adequate shelter coverage
- Works in cooperation with Director of Operations proactively recruiting, screening, interviewing, and hiring new staff and volunteers
- Evaluates shelter staff and volunteer progress; addresses concerns regarding performance and customer service; works with volunteer coordinator to mediate conflicts between staff and volunteers
- Works with Director of Operations to resolve staff personnel and disciplinary issues and complete performance evaluations
- Promotes integration and utilization of volunteers; recruits and trains volunteers to assist department
- Assists with budget process and ensures annual targets are achieved

General Expectations:

- Is flexible with scheduling and is available when away from the facility as needed to meet the needs of the organization
- Creates, promotes, and follows safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance with OSHA safety rules that could put an employee, volunteer, client, animal and organization at risk.
- Ensures that policies and procedures are being followed
- Promotes communication and cooperation between APL departments
- Participates in management meetings and informs directors of significant developments within the department including special needs cases for potential public relations or direct mail pieces
- Promotes the APL's programs and events to clients, volunteers, and staff
- Euthanasia certified; performs euthanasia as assigned
- Opens and closes shelter as needed
- Performs other duties and special projects as assigned

Qualifications:

- Excellent leadership skills and a minimum of 2 years experience supervising staff. Skilled in staff motivation, team-building, and conflict resolution. Preference will be given to candidates who have a background in animal sheltering management, especially working in Adoptions
- Excellent customer service skills and minimum of 2 years experience working in a client services role. Retail sales experience helpful
- Excellent communication and organizational skills
- Computer literate with knowledge of creating and maintaining statistical reports
- Ability to prioritize and perform duties efficiently and effectively with an adequate amount of independence, and while handling frequent interruptions
- Excellent problem-solving skills and good attention to detail
- Demonstrated consistent good judgment
- Euthanasia certified or the ability to become euthanasia certified within 6 months of employment; willing to perform euthanasia
- Must possess a valid Ohio Driver's license and insurable driving record
- Committed to maintaining the Cleveland Animal Protective League's high standard of animal care and mission to foster compassion and end animal suffering

Work Conditions:

Work is performed in an animal shelter that operates 7 days per week, with exposure to animals and high noise levels, exposure to zoonotic diseases, and cleaning chemicals. Subject to animal bites and scratches. Eight-to-ten hour shifts spent standing, sitting, bending, answering telephones, and performing data entry. Occasional lifting of up to 60 pounds with assistance.