

## **Job Description – Placer SPCA**

**JOB TITLE:** Shelter Operations Supervisor Guest Services Adoption Focus

**DEPARTMENT:** Shelter Operations

**ACCOUNTABILITY:** Shelter Operations Manager- Guest Services /COO

**FUNCTION:** Under the direct supervision of the assigned Shelter Operations Manager, has the primary responsibility for assisting in all aspects of guest services including adoptions, intake, onsite supervision and mentorship to operational staff members, and other shelter operations tasks as assigned. Must demonstrate excellent customer service to all clients (internal and external).

### **Duties & Responsibilities:**

1. Greet, direct, and assist all incoming visitors in a courteous and helpful manner. Responsibly communicate principles that impart an understanding of the policies and procedures of the SPCA. Provide guidance and answer questions regarding shelter policy, procedures, and applicable reports/forms in a positive, courteous, truthful, and tactful manner. Conduct adoption or surrender counseling, resolve informal grievances, and direct customers to other agencies as needed. \*
2. Supervise and mentor animal and guest services staff to include recommendations for hiring and termination, when assigned present disciplinary actions, prepare and assist in conducting performance appraisals. \*
3. Provide training, motivation, and instruction for new guest services staff members. Required training to include database programs utilized in their daily work activities. \*
4. Responsible for accurate record-entry including data entry, statistical and other reports involving guest services programs. These reports include but are not limited to Science Diet data, VCA, PFE, and Petmobile placement programs. Data entry includes but not limited to QuickBooks and PetPoint. \*
5. Assist with the management of the cat population, adoptions, and volunteer management at Pet Food Express (PFE) to ensure availability. Coordinate with the Shelter Operations Managers, and Foster Coordinator on identifying appropriate cats and kittens. Assist as assigned with transport of animals to/from PFE\*.
6. Assist with Rabies Clinic as assigned. \*
7. Assist with management and oversight of the Pet Food Pantry program. \*

8. Assist with Petmobile under the direct supervision of the Shelter Operations Managers. Coordinate and/or assist as assigned with the transport of animals to/from events, and assist with management of volunteers for the individual events if involving animals. Coordinate with other Placer SPCA departments as it relates to special events such as off-site adoption events. \*
9. Process various shelter forms and reports included, but not limited to: Adoption, Release/Redemption, Surrender, Rescue, Spay/Neuter, Lost/Found, Sales, Refunds, Euthanasia, and Foster, in a timely and accurate manner. Review customer completed forms for thoroughness, and assess the need for further clarification. Maintain binders and file completed forms in the appropriate locations. \*
10. Maintain quantities of all forms/reports, educational/behavior materials, cage cards, adoption packets, miscellaneous handouts, lost/found guides, and general office supplies (paper, pens, copier toner, etc.). \*
11. Answer telephones, check and respond to voice mail messages, transfer calls appropriately, and page personnel as needed. \*
12. Maintain and assure a clean, organized work area. Responsible areas include: front office, lobby, education room, lavatories, adoption/socializing rooms, front parking lot, clean and provide care for the animals in care.
13. Greet volunteers. Where applicable, provide them with, and train them in, various office assignments. \*
14. Acquire general knowledge of pet animals to include: breeds, colors, behavior, appropriate care and housing, common health problems, and health needs. \*
15. Properly identify all animals and ability to maintain proper paperwork that is associated with all shelter operational programs. Assure animals are processed and made available in a timely manner. \*
16. Provide support and assist as needed with intake and discharge of animals as scheduled or needed. \*
17. Provide leadership in the absence of shelter operation managers. Assist in the opening and/or closing responsibilities as assigned. \*
18. Has access to controlled substances in order to assist and perform (after appropriate training and proper permits acquired) euthanasia of animals as required. \*
19. Assist in tours, lectures, public education programs, special events and fund-raising activities as needed.
20. Overtime as required. \*
21. Perform all duties in the prescribed manner and assures the safety of oneself and others. \*

22. Treat animals humanely, with compassion and concern both on and off the job, and transmits these values to others. \*
23. Regular and timely attendance. Weekend days and evening hours will be required, as scheduled and on a regular basis. \*
24. Participate in the dispositioning of animals for adoption/reclaim/euthanasia according to shelter procedures as assigned. \*
25. This job description is not intended to be all inclusive and employees will also perform other reasonably related business duties that may be requested by the Chief Executive Officer or other management staff as required which will ensure a positive image and/or will improve the services of the Placer SPCA.

**\*-Essential Job Functions**

**QUALIFICATIONS:**

1. Must be 18 years or older.
2. High school graduate or GED equivalent.
3. Fear Free certification preferred
4. Prefer three or more years' experience in an animal shelter setting, to include at least two or more years' experience in a customer service capacity with a good understanding of the day-to-day activities as it relates to shelter operations.
5. Prefer at least one year or more of supervisory responsibility.
6. Ability to read, write, speak, spell and understand English at a level commensurate with professional job performance and to interpret safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
7. Valid California driver's license with a good driving history.
8. Ability to communicate with the public and co-workers in a professional, pleasant, courteous, tactful, and effective manner at all times.
9. Must be able to work independently and be self-motivated.
10. Must be in good physical and mental health and have the ability to perform prolonged strenuous physical activity, including lifting and carrying animals weighing up to 50 pounds for short distances with the help of fellow employees.
11. Knowledge of domestic animals including breeds, behavior, appropriate care and housing, common health problems and disease symptoms, in addition to handling techniques is preferred but not required.
12. Allergic condition which would be aggravated through exposure or contact with animals is a disqualification.
13. Must submit to a background check and have no convictions that would prevent obtaining a Veterinary Assistant Controlled Substance Permit.

WORKING CONDITIONS:

1. Starting salary range is \$19.13-\$20.91/hr. with incremental merit adjustments consistent with current shelter policy. Full-time 40-hour work week as scheduled, including weekends, evening hours, and holidays.
2. Compliance with current PSPCA Employee Policy Manual.
3. Be able to deal with an often times emotion-charged public and carry a fast paced and changing workload which at times can be stressful.
4. By the nature of the job there is occasional exposure to dead, sick, injured, unruly, vicious and/or dangerous animals; in addition to exposure to parasites and infectious diseases.
5. Employees in this position will work with or around the following chemicals: bleach, accelerated hydrogen peroxide, alcohol, Trifectant, formalin, sodium dichloroisoyanurate, and will perform the administration of prescribed veterinary medications.
6. Willingness to attend training programs to upgrade skill levels.
7. Commitment to attend weekly staff meetings and to be a contributor.
8. While performing the duties of this job, the employee is regularly required to stand; walk; use hands and fingers to reach or feel; climb, balance, stoop, kneel and crouch.
9. Salary Range for supervisor position is \$19.13-\$25.73/hr.

The Placer SPCA is an equal opportunity employer.

THE PSPCA RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES AND AS BUSINESS REQUIRES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

I understand the qualifications, as described above, for the Shelter Operations Supervisor Guest Services Adoption Focus position, and by signing below acknowledge that I am able to perform the job duties listed above and willing to accept the working conditions herein.

DATE: \_\_\_\_\_

\_\_\_\_\_  
Employee Acknowledgement