



POSITION SUMMARY

Title:	Admissions & Pet Retention Manager
Reports To:	VP of Animal Welfare & Operations
Updated on:	July 2019
Status:	Full-Time Exempt
Approved By:	President

POSITION SUMMARY

This position oversees our transfer, pet retention and animal surrender programs as well as our animal control partnerships and is responsible for providing oversight, leadership and direction to the Admissions and Pet Retention Staff. Promote positive interactions between staff, volunteers, our animal control partners and the public by maintaining the highest quality of care for the animals entering Wayside Waifs. Ensure the public has a positive experience when surrendering an animal to Wayside by delivering exceptional and knowledgeable customer service. Consistently maintain a good variety of animals available for adoption at the shelter. Build and maintain the pet retention program that includes our pet food pantry.

Staff Leadership and Direction

- Provide leadership and direct supervision to the Admissions staff, with respect to expectations, performance management and professional development.
- Coach and mentor staff on the day-to-day job requirements and expectations.
- Recruit, develop and inspire a highly effective team. Ensure that all staff are properly coached and directed, and that clearly defined measurements of performance and rewards are utilized to enhance individual and organizational effectiveness.
- Foster a positive workplace that results in the development of a high performing team of professionals and staff.
- Resolve conflicts, and ensure that all staff perform their functions in a manner consistent with organizational policies, procedures, and best practices.
- Encourage professional growth with all direct reports.
- Work to improve efficiencies in all areas of the department.

Achieve Organizational Results

- Work with staff and the Vice President of Animal Welfare and Operations to develop and implement program goals, objectives and outcome measurements that are consistent with the long-term strategic plan of the shelter.
- Monitor departmental productivity and quality of work on daily basis to ensure:
 - All animals impounded into the shelter are handled in a humane and timely manner, correctly entered into the software system and referred to the vet clinic and/or behavior team, if required.
 - All transfer programs are operating efficiently.



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- Safe/proper animal handling and restraining techniques are utilized by staff.
 - All animal information is documented in database accurately and in a timely manner.
 - Growth of the pet retention program.
- Ensure compliance with all regulatory, safety, security and operational standards related to animal care including impounding and general care.
 - Become familiar with Department of Agriculture rules and regulations as well as local ordinances regarding the transfer, intake and care of shelter animals.
 - Act as a principal steward of the organization's resources. Ensure that all of Wayside Waifs' resources are utilized properly, legally & ethically, and that all those entrusted to manage or represent the affairs of the organization are properly directed and highly effective.
 - Uphold the mission, values, and principles of the organization at all times. Ensure all business endeavors and relationships are consistent with the organization's mission, values, policies and goals.

Primary Tasks and Duties

Oversee and direct team to:

- Ensure that all animals are provided the highest level of quality care, are treated with respect and compassion and that all job functions are performed at a standard to achieve overall operational goals for the organization.
- Ensure a smooth and efficient flow of the animal intake process.
- Process all intake surveys, assess the animal's adoptability and schedule appointments.
- Coordinate and execute shelter- to-shelter transfers.
- Demonstrate a high level of communication with the VP of Animal Welfare & Operations and other team members/departments, animal control and members of the public.
- Ensure admissions appointments are monitored and best practices are implemented in Admissions Department.
- Pull surveys off website and provide response in 24-48 hours.
- Provide counsel to the public on the best solution for their pet, including sharing information about all of the shelter's services, policies and procedures as well as other community resources.
- Process animals into the shelter by vaccinating, drawing blood, taking a photo, collaring and scanning the animal for a microchip.
- Impound all animals into the computer system.
- Ensure the public has a positive experience when surrendering an animal to Wayside by delivering exceptional and knowledgeable customer service.
- Attend training required to enhance knowledge of animal handling skills.
- Demonstrate a high standard of dependability for promptness and attendance.
- Build and maintain the pet retention program including the pet food pantry and volunteer retention team.



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Essential Functions/Key Competencies

- Ability to provide leadership in the establishment and implementation of Admissions budgets and goals.
- Ability to work with and maintain professional relationships with transfer partners and representatives thereof.
- Provide personal direction, leadership and coaching to the staff. Effectively manage conflict, promote change and growth, and inspire the development of a highly effective team of professionals.

- Provide exceptional customer service and animal management skills.
- Ability to prioritize tasks, multi-task and manage time wisely as required for success in the position.
- Ability to coach and counsel the general public under stressful situations.
- Ability to communicate effectively and professionally with co-workers, management and public at all times, demonstrating an upbeat, team oriented and positive attitude.
- Ability to perform clerical duties such as data entry, answering a multi-line phone system and returning phone calls, filing, making copies as needed, etc.
- Ability to maximize efficiencies.

Position Requirements

- Demonstrated success in a supervisory role. Experience managing a multi-person team preferred.
- Program development experience and systems efficiency skills.
- Excellent written and verbal communication skills, good problem solving skills.
- Ability to work with people in a variety of high-stress, and emotional situations.
- A passion for the Mission of Wayside Waifs.
- Strong computer skills.
- Education:
 - High school diploma or GED. College degree preferred.
- Physical/Environmental:
 - Must be able to lift 50lbs. to waist-height in order to move animals from kennels, lift food bags, and push and pull a force (i.e. pushing water with a squeegee).
 - Repetitive bending, kneeling, stooping and similar movements are also required.
 - Must be able to physically restrain dogs weighing up to and including 100lbs.
 - Able to work with exposure to wet and/or humid conditions and outside weather conditions.
 - Significant amount of standing during a typical day, exposure to fumes, animal smells or airborne particles.
 - The noise level is moderate to high.
 - Will be working with and exposed to a variety of animals and animal waste.
 - Previous animal handling experience preferred.