Idaho Humane Society Job Description

Adoption Center Front Desk Manager

The Idaho Humane Society is a community-supported open-door facility that provides shelter, medical care, adoption services, humane law enforcement services and much more to over 20,000 animals annually. Since its incorporation in 1945, the Idaho Humane Society has become one of the most recognized and beloved nonprofit organizations in the community.

Department:	Adoption Center
Classification:	Regular, full-time, non-exempt
Job Relationships:	Supervised by Operations Manager Supervises: Adoption Center Front Desk Customer Service
Salary:	DOE
Benefits:	Paid time off accrual, eight paid holidays, retirement plan, health insurance, dental insurance and supplemental insurance. All employees receive discounts on veterinary care and retail store pet supplies, as well as veterinary care credit and one free adoption annually.

Position Summary:

The Adoption Center Front Desk Manager is responsible for the daily operations of the Adoption Center front desk to ensure operation at the highest standard possible, including staff management, oversight of the store and inventory, and management of financial duties related to the department. Promotes positive client service with internal and external clients.

Duties and Responsibilities

- Responsible for performance management of staff. Includes: performance appraisals, disciplinary action, recognition, orientation, training, guidance and overall performance.
- Maintains scheduling for assigned staff to ensure adequate coverage.
- Completes time sheet review and submission to payroll for all assigned staff.
- Responsible for new hire process of front desk, including interviewing, extending offers, and scheduling for new hire paperwork completion.
- Actively supports employees and volunteers; promotes the development of skills related to the advancement of goals and the IHS mission.
- Assists with front desk duties which includes answering phones, answering customer questions,

and processing adoptions.
- Inventory management, ordering, and processing for items sold in store.
- Merchandising store and creating sales strategies to increase store revenue.
- Maintains inventory of dog licenses for both shelter locations and orders from jurisdictions when necessary.
- Keeps record of adoptions for Pets for the Elderly program and submits to program by specified deadlines.
- Assures employees meet the IHS client service expectations and appropriately address client conflicts and concerns. Rectifies problems that may arise.
- Represents IHS in a professional and courteous manner at all times. Provides quality service to clients, volunteers, and employees recognizing their individual contribution to the success of the organization.
- Analyzes problems, initiates work improvements, initiates and promotes development and implementation of departmental services. Works with the staff in developing and implementing procedures.
- Performs all other special projects or duties as assigned.

Qualifications

- Required:
    - Prior customer service or retail experience
    - Prior supervisory experience
    - Excellent interpersonal, organizational and motivational skills as well as the ability to work well in a fast-paced environment and handle multiple tasks at once
    - Excellent oral and written communication skills and a genuine desire to model and facilitate productive communication in the workplace
    - Sincere interest in IHS mission and vision
- Desired:
    - Animal shelter experience
- Education/Training
    - High School Diploma

Working Conditions

Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

Mental, Physical and Communications Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stay standing or active during entire shift.
- Ability to lift and carry objects and animals of moderate weight.
- Ability to lift, bend, stop, kneel, crouch, push and other strenuous activities.

- Requires patience and tact when working with difficult, emotional or angry people.
- Requires treating people and animals in a pleasant, courteous and professional manner.
- Requires ability to work in a team environment and to provide team leadership.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

Idaho Humane Society is an Equal Opportunity Employer