



Position: Adoption Center and Customer Care Manager
Reports to: Director of Shelter Operations
Position Classification: Full-time, Exempt
Hours: Wednesday-Sunday, 10:00AM-6:30PM

Job Summary:

The candidate must be extraordinary at establishing and maintaining strong working relationships and maintaining a positive and professional public image at all times. The Adoption Center and Customer Care Manager oversees both the adoption process and veterinary reception, including: supervising, training and assisting staff; monitoring daily work schedules; ensuring quality control, handling customer service issues, and meeting and talking with the public; works directly with Norfolk SPCA leadership team to refine the process as needed; and provides the highest level of professional, customer service possible. Open availability to work evening and weekends is required.

Responsibilities:

- Actively participate in the adoption and veterinary clinic process
- Assist with training staff and volunteers on the adoption process, veterinary reception and Norfolk SPCA policies and procedures
- Manage the Adoption Center during all peak periods, and is the primary contact for inquiries
- Serve as primary customer service contact, including: answering questions, welcoming customers/visitors, handling customer complaints, difficult customers and other communication issues
- Acts as a liaison between (and represent) the Adoption Center and all other departments, communicating relevant information as needed
- Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to training, existing standards, and procedures
- Work collaboratively with the Marketing/Community Engagement and Development departments to effectively communicate animals available for adoption through various means of promotion including but not limited to: print, in shelter displays, community outreach, social media and traditional media sources

- Work with the Clinic Coordinator to communicate and implement sales, product and service recommendations to clinic clients; ensure the accuracy of veterinary information communicated internally and externally to the public
- Work with the Finance Coordinator to ensure standardized accounting procedures and money-handling policies are practiced by all staff
- Monitor accuracy of the POS, database systems, hard copy records and equipment at the front desk, making adjustments as necessary
- Complete tasks given by leadership team in a professional, quick, efficient and correct manner
- Follow through with customer service training for all employees
- Represent the Adoption Center/Customer Care at staff meetings and mandatory functions; is a public and professional representative of the Norfolk SPCA at all times
- Continually look for ways to improve all operations and aspects of the Adoption Center and customer care services; Cover shifts as needed
- All other duties as assigned and needed to support adoptions, customer care and all Norfolk SPCA functions

We recognize that job fit and an organization's culture are equally as important as having experience and skills. The ideal candidate will:

- Be a people centric dynamic leader who supports and develops the team by caring personally and challenging professionally
- Create excitement around a culture of improvement and a culture of why, making sure your team always has what they need
- Ensure consistency in both delivery and execution

How will you get this done:

- Leadership – Own outcomes, work collaboratively and hold self and the team accountable; model the coaching approach to leadership and participate alongside your team
- Strategy – Understand and commit to the requirement of excellence, continuous improvement, and department and organizational goals; ensure consistent and quality service delivery
- Communication – Be proactive; listen, pay attention and be a responsible steward of information; distill and convey information in a clear, complete and timely manner in alignment with organizational messaging
- Support – Lead the team, consulting experts as needed; purchase and manage supplies, budget, manage time records, bank deposits, and perform and assist proactively
- Culture - Foster an open and inclusive work environment by modeling behaviors and values, consistent with the vision and mission of the organization; maintain a safe work environment by following protocols and policies; work with volunteers and staff in a positive and effective way to advance the mission of the Norfolk SPCA and facilitate meaningful engagement

What we are looking for:

- Education-Bachelor's degree in communications, business management, psychology /social work or relevant field required
- Schedule - Regular, predictable attendance, punctuality and availability to work during operational hours as defined by leadership with the expectation to work varied hours including evening and weekend shifts
- Experience - Leadership experience or the desire to be a leader required. Animal and basic veterinary care experience preferred. Marketing/Sales experience a plus
- Computer Skills - Proficient with computers; specifically, a working knowledge of Microsoft products
- Adaptability - Ability to work in a professional and positive manner with high attention to detail in a variety of situations and the willingness to assist at other sites; takes initiative to get work done; readily "rolls up their sleeves" to enable a project to be done
- Communication - Excellent interpersonal and oral and written communications skills; ability to maintain confidentiality; must have ability to work as a leader of the team and partner collaboratively with external and internal customers and departments; offers sound advice and guidance to team members; proactively communicates status updates and road blocks to get assistance resolving challenges efficiently
- External Communication- Social media savvy, understand marketing and public relations campaigns and strategies, photography skills preferred
- Physical & Emotional Capabilities - Must be able to handle the physical and emotional aspect of work in an animal shelter environment. Must be able to lift and carry up to 50 lbs. Must have a high level of resiliency
- Valid VA Driver's License

Please send letter of interest, 3 professional references and resume to: Kimberly Sherlaw, Executive Director at ksherlaw@norfolkspca.org.