



Job Title: Intake and Adoption Manager
Hours: Full Time 40 hours per week. Salaried Exempt Position
Reports to: Shelter Director
Schedule: 40 hours over a 4-or 5-day schedule. Saturdays are required.
Salary: \$40,000.00 Annually

Job Description Summary: This full time, exempt and essential position is primarily responsible for the coordination, scheduling, and oversight of all animal intakes (strays, surrenders, ACO and outside agency transfers) as well as the coordination, screening, approving and all processes and procedures involved with animal adoptions. All activities must adhere to all applicable state and local regulations.

Intake Responsibilities:

- Handles all animal intake calls.
- Manages Stray, Surrenders, and ACO or outside agency transfers.
- Conducts proper screening prior to accepting animals into the shelter.
- Coordinates and schedules all animal intake appointments.
- Coordinates foster placements and monitors care.
- Confirm all animals receive proper vaccines and medical care as needed.
- Ensures all animal data is promptly added into *PetPoint* accurately.
- Secures photos of all animals upon intake.
- Ensures all intake, medical, behavioral and adoption documentation is complete and accurate.
- Ensure animals are properly cleared for adoption.
- Notifies adoption team and social media team once animals are available.

Adoption Responsibilities:

- Ensures all phone and email inquiries promptly and courteously.
- Oversees the review adoption applications, conducts adoption interviews and counseling, and completes documents.
- Discloses relevant information regarding animal health and behavior to adopters.
- Delegate tasks to trained volunteer staff as required.
- Maintains animal adoption schedule.
- Prepares animals for adoption.
- Handles all post adoption situations.

Additional Responsibilities:

Provided Shelter Director with monthly reports.
Manages and trains volunteer staff.
Assist with animal transport as required
Address conflicts with staff, volunteers, and the public.
Work effectively with Animal Control and other organizations.
Coordinates and schedules animal care with medical and foster teams.

Education and Experience:

Experience managing staff in a similar environment.
Experience working in a fast-paced customer service environment.
Animal care and handling experience preferred.

Required Skills

Management, communication and interpersonal skills.
Strong Customer Service Skills
Capacity to address and resolve conflict
Ability to understand and implement policies consistent with QAS policies and procedures and Mass CMR Section 330 in accordance with the MDAR.
Train and supervise adoption reps and greeters as needed.
Motivates staff by displaying a positive attitude.
Exercise good judgement when dealing with confidential matters
Able to work proficiently with computers, Microsoft Office, Outlook and *PetPoint*.
Must be covered by own health insurance plan
Holds a valid Mass Driver's License.

Typical Physical and Mental Demands

Handle animals up to 150 pounds safely and humanely.
Lifting up to 75 pounds
Ability to perform typical office tasks
Able to maintain control when dealing with difficult situations
Rabies Vaccination is recommended. QAS will cover costs.

Working Conditions

Work directly with animal at the shelter.
Ability to work flexible hours over four or five days.
Saturday work is required
Paid Time Off
Paid Holidays
Exciting work environment.

***Quincy Animal Shelter, Inc. is an equal opportunity employer
Must be authorized to work in the United States***