



Role: Director of Intake and Adoption

Our mission is to advocate for animals by providing safety until home placement of those in our care. We promote spay and neuter programs to control pet overpopulation and continually strive to be the leading community resource for education on proper animal welfare.

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

Qualifications:

Passion for and a deep commitment to the Quincy Animal Shelter, Inc. The ability to work with both people and animals in a professional, humane non-judgmental way. Must be trustworthy, ethical and motivated with a strong ability to work well in a team environment and collaborate across the organization. Substantial leadership experience that includes past successes managing teams. Animal Welfare knowledge is a plus. Bachelor's degree or Advanced Degree in business administration or a related organizational field is preferred.

Experience in a leadership position with strong and transferable skills. Ability to work safely and compassionately around animals. Some travel may be required to attend conferences and educational events. Valid Massachusetts driver's license. Authorization to work legally in the United States. Must be rabies vaccinated or willing to be (*QAS will reimburse the cost*).

Required Skills:

Effectively works with the leadership team and peers. Customer service focused with excellent written and oral communication skills, including speaking to various audiences. Maintain control in difficult and unpredictable situations. Must possess the ability to make decisions regarding animal placement. Strong organizational skills and problem-solving skills that ensure smooth operations and a positive and creative culture. A willingness to learn and a commitment to keeping up with the latest animal welfare best practices.

Principal Leadership Responsibilities

Note: This is not an all-inclusive list.

The Director of Intake and Adoption ("DIA") will train and develop a team of successful Intake and Adoption Representatives and Greeters. Must work closely with the Director of Operations and the social media team.

Animal Care Standards and Intake and Adoption Practices:

Working with the Executive Director and the Director of Operations to ensure the humane treatment of all animals in our care, attempts to shorten length of stay by increasing adoptions, provide enrichment and medical care in compliance with state (MDAR) Laws and Regulations. Understanding and ensuring operational compliance with current federal, state, county, and city laws, regulations, and guidelines. Oversees record-keeping practices for animal tracking, veterinary care, adoptions, and personnel files. Work with Quincy Animal Control Officers as required.

Intake Responsibilities:

- Handles all animal intake calls in a timely and expeditious manner. 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.
- Ensures all animal data is promptly added into Pet Point accurately.
- Secures photos of all animals upon intake. Reports suspected neglect and abuse cases to proper authorities. Works closely with the Director of Operations and notifies of all new intakes.
- Ensures all intake documentation is complete and accurate.
- Works closely with ACO as needed.
- Provides monthly intake reports.

Adoption Responsibilities:

- Manages the volunteer adoption team. Responsible for welcoming the public during adoption hours.
- Schedules adoptions by appointment. Ensures all phone and email inquiries are responded to promptly and courteously.
- Oversees the review of adoption applications and interviews.
- Discloses relevant information regarding animal health and behavior to adopters.
- Delegate tasks to trained volunteer staff as required.
- Maintains animal adoption schedule.
- Responsible for the handling of cash and credit card transactions.
- Offers and coordinates post adoption support.
- Recruits and trains new adoption reps and greeters.
- Provides monthly adoption reports.

Staff/Volunteer Training and Development:

The Adoption Team reports to the DIA. The DIA will ensure that staff and volunteer practices are in place to abide by local, state, and federal law. The DIA will seek to share knowledge with the staff, provide training and provide guidance and correction as needed. Develop volunteers so they are motivated and able to take on larger roles in the organization.

Marketing and Communications:

The DIA will oversee the timely and accurate posting of animals for adoption via all social media and traditional platforms such as newspapers and local media stations. Develops opportunities for off-site adoption events.

Nature of Employment:

The Director of Intake and Adoption is a full-time salary position. This is an exempt position, which requires 40 hrs. of work each week and may include weekend, night, and holiday work. Most Saturdays are required. Some work may be conducted remotely, however, due to the in-person nature of this role, it is primarily an in-shelter position.

Employment is at will, which means that employment is for no specified term and the employee or Quincy Animal Shelter, Inc. may terminate that employment at any time without cause.

Typical Physical and Mental Demands:

Handle animals up to 150 pounds safely and humanely.

Lifting up to 50 pounds.

Ability to perform typical office tasks.

Able to maintain control when dealing with difficult situations.

Compensation:

Annual Salary is \$50,000.00

Benefits: Paid Holidays and 15 days (120 hours) of paid time off (PTO).

Annual Performance and Salary Review

Health Insurance is not provided.

**Qualified candidates should submit resume to president@quincyanimalshelter.org
Quincy Animal Shelter, Inc. is an equal opportunity employer.**