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JOB DESCRIPTION

**Lifesaving Manager- MLAR location**

*2/2019, FLSA Status: Exempt*

**SUMMARY:** The Lifesaving Manager embodies progressive, adoption philosophies, professionalism and positive energy, focusing on positive outcomes and rewarding adoption experiences. The Lifesaving Manager is responsible for the day-to-day operations of all adoption duties, supporting local and regional rescue and transfer partnership relationships as well as assisting with offsite adoption event activities. In addition, the Lifesaving Manager will coordinate MLAR dog foster activities and support the Cat Team Lead with foster activities as needed. Foster activities will include directing recruitment, onboarding and support of fosters. The position also supports adopters with behavior issues in an effort to keep the animals in the home by referring to appropriate personnel, volunteers or other resources. This position relies heavily on volunteer support for all aspects of the job and thus the manager must have an outstanding relationship with all volunteers.

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

**PRINCIPAL DUTIES**

* Create effective, innovative programs and promotions to expand lifesaving effort of the site
* Maximize the number of positive outcomes for all eligible animals via assertive use of best practices and methods in animal shelter animal adoptions
* Providing high quality customer service to people who visit or call
* Communicates with potential adopters, schedules adoption appointments coordinating volunteers, fosters and/or staff necessary and participates in appointments as needed
* Resolving problems and addressing any customer dissatisfaction in regards to adoptions
* Interfacing with and supporting members of the public in regards to training and acclimating rehabilitated shelter animals into permanent homes
* Maintaining knowledge of companion animal behavior and health, common issues, and ways to address them in order to make good adoption matches and to keep animals in homes
* Becomes intimately familiar with all available animals (dogs, cats and others) by hands-on interaction throughout their stay at the shelter.
* Solicits feedback from volunteers and staff about every animal available for adoption regarding their personality and physical needs
* Establish formal documented procedures for all aspects of lifesaving including but not limited to preparing animals for adoptions, adoption processes, etc.
* Communicates in a timely and effective manner to volunteers and other staff involved in application/adoption process
* Coordinates all foster activities for dogs and supports Cat Team Lead with cat fosters including regular check-ins, coordinating vet care through clinic, maintaining records (paper and electronic), coordinating meets with potential adopters and providing other support to fosters
* Follows up with each adopter one week after adoption, one month after adoption and three months after adoption. (Subject to change.)
* Enters accurate information into database in a timely manner and is responsible for all information contained within in
* Develops and directs training for staff and volunteers helping with adoptions
* Reviews, develops and updates materials and procedures utilized in the adoption counseling process including those to help develop a better understanding of animal behavior, enhance the human-animal bond and increase shelter animal adoptions.
* Reviews surrender documents for animals and ensures their inclusion in PP.
* Evaluates, animals shortly after intake and periodically, the behavior and history in homes, foster and shelter, of shelter animals for the purpose of determining appropriate placement through adoption or transfer
* Participates in the Lifesaving and Intake Committees
* Working with the Volunteer Coordinator to facilitating off-site adoptions and events, prepping animal records, and entering in feedback from volunteers about how the pets did in the general community during an event.
* Work with the Veterinarian to ensure that all medical concerns are addressed prior to adoption or appropriate medical and behavior waivers are entered into PP

**EDUCATIONAL REQUIREMENTS**

High School Diploma or equivalent. Two years of management experience and four years of public contact work, preferably in sales and/or animal adoptions.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Minimum of 3 years animal training, behavior knowledge and experience to include theory of positive reinforcement, training class structure and referral systems, and the ability to assess and evaluate new animal training methods and equipment
* Minimum of 3 years management experience
* Must be CPDT-KA or CBCC-KA certified or have comparable certifications such as associate certified animal behaviorist and/or completed Dog Behavior and Training course of study or comparable training at another animal shelter
* Current, valid driver’s license and approval as an eligible driver
* Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people
* Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place
* Strong problem solving skills – focusing on finding solutions to problems and challenges;
* Strong organizational and computer skills
* The ability to remain pleasant and calm even in stressful situations
* The ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others
* The ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant
* Flexibility, ability to manage multiple tasks
* Ability and initiative, work with minimal supervision and direction
* Knowledge of animal behavior and common medical conditions
* Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies
* Ability to accommodate varied work assignments and schedules, ability to provide leadership and direction to employees and volunteers
* Maturity, good judgment and professional personal appearance
* Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary

**IMMEDIATE SUPERVISOR** Site Director

**LOCATION** MAIN LINE ANIMAL RESCUE

**HOURS** FLSA STATUS: EXEMPT POSITION Minimum of 8 hours per day, 40 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. Includes weekends, night, holiday and on-call work.

**INTRODUCTORY ASSESSMENT PERIOD** The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.

The Pennsylvania SPCA is an equal opportunity employer.