



Job Title: Receiving Manager
Department: Operations
Reports To: Director of Operations
FLSA Status: Salaried

SUMMARY

The role of the Receiving Manager is to admit canines and felines that are going to become part of the Adoption Program. This role is responsible for partnering with the main sources of intake: Palm Beach County Animal Care and Control, owner relinquishment, stray animals and other shelters.

Essential Duties and Responsibilities

- Supervises the admission of canines & felines into the Peggy Adams Animal Rescue League Adoption Program based on the goals, resources, and policies of the organization.
- Possess an understanding of the resources of the organization at any given time so intake is in alignment with organizational resources (such as capacity and staffing) and needs (including medical, behavior, age).
- Monitor intake at Peggy Adams Animal Rescue League 7 days per week based on available capacity and protocol.
- Oversee the list of persons waiting to surrender animals until cage space is available and schedule admissions appointments
- Prior to pet relinquishment, discuss pet owners concerns and coordinate exchange of information on behavioral and medical issues with the goal of increasing pet retention
- Provide the leadership necessary to ensure a successful Pet for Life program.
- Develop new ideas with staff in order to work toward Peggy Adams' strategic goals. Assist in seeing that the department's goals and objectives are achieved within defined time periods.
- Document the background history or stories of the animals for marketing purposes.
- Ensure the integrity, accuracy, and completeness of the animals' files as a result of the intake process.
- Ensure accurate and timely data entry. Maintain and report statistics that accurately reflect the effectiveness of the intake department and use that data to seek ways to increase effectiveness.
- Ensure that all protocols, policies, and procedures are properly documented and implemented.
- Facilitate the flow of animals from intake to adoption in an effort to reduce length of stay.

- Ensure that the facilities and equipment are maintained in a safe, clean, serviceable condition, and that staff are trained in the proper and safe use of all equipment as needed in the performance of their job duties.
- Promote teamwork, communication, and cooperation between intake and all other departments.
- Pro-Actively manage and maintain our relationship with breed specific rescues and C2Z partners.
- Provide responsive customer service to members of the public, volunteers, and all other departments.
- Possess the ability to make rational decisions and be professional in an emotional environment / situation.
- Maintain inventory of equipment needed for department.
- Perform duties in a manner that encourages attainment of goals, contributions, and business for Peggy Adams and its programs.
- Trains, supervises and monitors the intake staff including twice yearly PRD reviews and routine staff meetings.
- Supports daily animal census recording.
- Responsible for personnel related tasks including new hire training, work schedules, payroll, work assignments, leave requests, and terminations.
- Develop and ensure compliance with Standard Operating Procedures.
- Spend 25% of time working receiving desk.
- Always treat people and animals with respect, contribute to effective teamwork, promote staff cooperation, and foster public relations beneficial to Peggy Adams.
- Attend manager meetings and contribute to The Peggy Adams Animal Rescue League's objective and mission.
- Support the marketing efforts for adoption events.
- Maintain the confidentiality of all information.
- Complete other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must support the Animal Rescue League's mission, policies and practices
- Must be able to provide accurate information to the public at all times
- Must adhere to the company's dress code.
- Must have the ability to deal tactfully and effectively with the public
- Must have excellent oral and written communication skills
- Must have a general knowledge of all shelter programs and departments
- Must have a detailed knowledge of organizational systems including, but not limited to; security, computers, telephones
- Must be computer literate
- Must have excellent phone etiquette
- Must have detailed knowledge of applicable office skills

- Must have knowledge of animal care, keeping, and behavior
- Must possess a high level ability to multi-task, organize, and perform detailed tasks efficiently and with accuracy
- Must have the ability to present cohesive and detailed reports both orally and/or written to Management Team or Board of Directors
- Must provide Director of Operations with monthly updates
- Must possess a willingness to work evening and weekend hours as needed

PREFERRED QUALIFICATIONS

- Prior experience with animal protection and/or sheltering
- Knowledge and experience pertaining to animal behavior
- Working knowledge of Chameleon shelter database
- Certification from courses associated with animal sheltering and behavior
- Bilingual (Spanish preferred)
- Associates degree or one year related experience and/or training involving retail sales and managing employees; or equivalent combination of education and experience.

EDUCATION and/or EXPERIENCE

- High School Diploma or GED
- Two (2) years related experience and/or training involving animal sheltering and/or managing employees; or equivalent combination of education and experience.

COMPUTER SKILLS

- Advanced knowledge of Microsoft Office
- Advanced computer skills, including but not limited to ability to access databases, check company e-mail, etc.

MATERIALS and EQUIPMENT USED

- Multiline phone system
- Computer including a cash drawer system
- Fax machine
- Copier

PHYSICAL 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:

- While performing the duties of this job, the employee is consistently required to sit, stand, move, kneel, or crouch. In addition, the employee is constantly required to talk, hear, listen, and use hands for grasping, reaching and other operative tasks. The employee is required to stand and sit frequently. The employee will also be required to

bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 50 pounds

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently exposed to an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate to loud.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

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