Vacancy Announcement

A Northwest leader in protecting animals since 1967, the Progressive Animal Welfare Society (PAWS) shelters homeless animals, rehabilitates injured and orphaned wildlife, and empowers people to demonstrate compassion and respect for animals in their daily lives.

Position Title: Adoption Program Lead

Purpose Summary:
To perform advanced operational duties involving the dog and cat adoption program and acts as staff lead of service staff. Adoption Program Lead provides for the comfort and health care of animals at the shelter and assists the public in their transactions with PAWS.

Essential Responsibilities:
• Organizes the service staff and ensures the daily work of the team is on track, such as completing adoption calls, meet and greets, and finalization, according to written Standard Operating Procedures (SOP's).
• Mentors new staff and assists with on-the-job training and oversight. Takes the lead on reassigning staff to ensure essential duties are completed when management is not available.
• Manages the public web information about adoptable animals including their biographies, images, videos, and adoption recommendations.
• Coordinates the adoption follow-up surveys and post-adoption support for clients with the behavior team.
• Monitors the flow-through of animals from foster to adoptions at Lynnwood or the Cat City location.
• Audits the adoption pending holds and the associated communications with the public about the adoption process.
• Assists the CAS Management team with marketing and social media efforts involving companion animals and adoption.
• Handles and processes incoming money from adoptions, retail sales, donations, license sales, surrendered animals and redeemed animals in accordance with written policies and procedures. Corrects errors to monetary and paperwork transactions per SOP's.
• Provides assistance to adoption photography volunteers in day-to-day performance of their duties as Directed by the Programs Manager.

Other responsibilities Include:
• Provides accurate information and courteous service to the public in person, through phone calls and emails, about animals in our care, general animal care information and shelter operations.
• Conducts cleaning of animal housing, does feeding, care and socialization of animals in accordance with written procedures. Cleans and prepares public areas such as the adoption lobby, hallway, public bathroom, reception and receiving room prior to opening.
• Provides information to prospective adopters in a courteous and educational manner to aid in the selection of companion animals suitable for their household, all in accordance with written adoption policies and procedures.
• Performs and oversees steps necessary for the proper opening or closing of the CAS facilities, including the financial procedures, according to written Standard Operating Procedures (SOP’s).
• Processes incoming and outgoing animals, including, but not limited to, soliciting information and donations from guardians, accurately completing paperwork and entering information into the shelter database program, placing animals in kennels or cages, returning stray animals to guardians and assisting adopters in selecting new animals.
• Administers vaccinations, immunizations and treatment for injuries or illness as prescribed by a veterinarian and other health care for animals as provided in written policies and procedures.
• Provides assistance to shelter managers with the evaluations of medical and behavioral needs of animals in the shelter by maintaining accurate records and status changes as required.
• May help determine which animals need to be euthanized. Under direction of shelter managers, and oversees staff still in training, according to written policies and procedures.
• Completes lost/found searches and case history reports. Follow-ups on potential matches with guardians per SOPs.
• May fill-in at Cat City or be assigned other duties by management as needed.
• Provides assistance to management in adoption program assessment and implementation of new procedures as needed.
• May perform other related duties as assigned.
Physical Requirements:
Candidates must be able to lift a minimum of forty (40) pounds. Work is performed both in and out of the shelter or Cat City adoption center which requires lifting, bending, stooping, pushing and other moderately strenuous activities. Must be able to sit or stand for long periods of time, including working at a computer, reasonable accommodations may be made to enable individuals to perform the essential functions.

Requirements:
- Two-year degree OR two years of experience in the field of animal care, training, or behavior counseling; A Bachelor’s Degree and additional schooling in the animal care profession are highly desirable.
- Able to communicate effectively in English, both verbally and in writing so that written and verbal instructions can be followed.
- At least one year in a supervisory position or comparable leadership experience.
- Must be willing and able to work daily with companion animals and have a basic understanding of the needs and behavior of domestic cats and dogs. Must be able to handle individual animals in a caring, safe and humane manner. Important considerations for this position include the ability to handle animals safely and humanely and to communicate clearly about their needs at all times.
- Ability to work cooperatively with people and to communicate clearly about PAWS’ mission, the care and treatment of animals, and the safety of the public and other employees; represent PAWS professionally at all times.
- Excellent interpersonal, organizational, written and verbal communication skills.
- Proficient with Microsoft Word and Excel computer programs, already possess basic computer skills and experience with PetPoint is highly desirable.
- Must have or be able to obtain a Washington State Certificate for the Administration of Legend Drugs.
- Must exemplify the values of the organization in all interactions with coworkers and members of the public, including respect, trust, compassion, commitment and courage.

COVID-19 considerations:
Client contact is minimized using an appointment only adoption process. Employees and clients wear face covers at work. Specific cleaning and disinfection protocols are in place.

Benefits:
Generous benefits available including health/vision/dental/disability/life insurance, 403(b) with Company contribution and match, paid time off, paid holidays, Employee Assistance Program, pet supply discounts, discounts for veterinary services.

Note: Under the provisions of the Immigration and Reform Act of 1986, the successful candidate will be required to provide both evidence of identity and eligibility for employment.
All Offers of Employment are Conditional, based on successful completion of reference and background checks.

Equal Employment Opportunity:
PAWS is an equal opportunity employer. PAWS employment decisions are made based on merit and business needs. PAWS is committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, regardless of actual or perceived race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factor. We celebrate diversity and are committed to creating an inclusive environment for all employees. People of Color and Members of the LGBTQ+ community are strongly encouraged to apply.

All PAWS positions receive written performance evaluations after the first 90 days and annually thereafter.

Application process:
Please submit a Cover Letter stating your qualifications and why you are interested in this position, Resume, and Completed PAWS Employment Application

(https://www.paws.org/about/careers/careers-open-positions/careers-get-started/)

Send Via e-mail to: APL@paws.org

Only Complete Application Packets will receive consideration. To be considered for this position, all Completed Application materials must be received no later than March 12, 2021.