



JOB DESCRIPTION

Offsite Programs Manager

Department: Lifesaving

Sub-Department: Offsite Programs

FLSA Status: Exempt

Implemented January 2018

SUMMARY The Offsite Programs Manager is responsible for oversight of the PetSmart Charities Everyday Adoption Center in PetSmart Plymouth Meeting, and Petco Foundation cat habitats around the Philadelphia area. The manager must oversee and meet adoption, capacity, revenue and other goals as established by ACCT Philly as well as develop and supervise a volunteer and staff team that operates under the guidelines as set forth by ACCT Philly and partner organizations.

PRINCIPAL DUTIES

- Maintain high performance, capacity, customer service, and cleanliness standards as required by PetSmart Charities in the operations of the PetSmart Adoption Center; commits to a high level of working knowledge of all PetSmart Charities requirements for the adoption center and the PetSmart Charities EAC staff handbook (which applies to any staff or volunteers assisting in the facility).
- Maintain high performance, capacity, customer service, and cleanliness standards as required by Petco Foundations in the operations of the Petco habitats; commits to a high level of working knowledge of all Petco requirements for the adoption centers
- Oversee the management of all off-site adoption locations, including developing strategic partnerships to grow new offsite locations, marketing/promotion for individual animals and events to ensure adoption and revenue goals are met or exceeded, and overseeing animal inventory ensuring maximum adoption flow-through for both dogs and cats.
- Oversee cash handling, appropriate and timely management of cash receipts, deposits and daily transaction and adoption paperwork.
- Maintain a physical presence in the EAC to lead volunteers and staff and ensure that animals are moving through the system on a timely basis; create and maintain schedules, fill in to do all necessary work as needed; plan, assign, interview, hire, train and provide disciplinary action for offsite volunteers and EAC staff.
- Lead and assist in selecting, preparing, transporting, arranging for transport for adoption centers animals; develop any necessary strategies in conjunction with ACCT Philly's main location staff to target placement of foster animals and benefactor animals.
- Creatively develop and manage volunteer team leads and groups to increase manpower in all areas of operation, from marketing, promotion and adoption to hands-on work in the adoption center.
- Oversee and directly manage all customer relations in accordance with both Partner requirements and ACCT Philly philosophy, including alleviating volatile customer situations (with minimal support) when they arise.
- Manage the care of all in-center animals, providing for cleanliness, sanitation, enrichment and basic daily care at the highest level.
- Maintain a flexible and accessible schedule to respond to the varied needs of the offsite locations.

EDUCATIONAL REQUIREMENTS

Associate's degree appreciated with Bachelor's degree preferred, or the equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities.

One (1) year or more of management experience preferred.

EXPERIENCE, ABILITIES AND QUALITIES REQUIRED

- Strong interpersonal, organizational and management skills; ability to work in a demanding, goal oriented environment and handle difficult situations with both volunteers, staff and the public.
- Strong problem solving skills – focusing on finding solutions to problems and challenges with big picture thinking in a team oriented fashion.
- Ability to accommodate widely varied work assignments and schedules; ability to prioritize and plan ahead.
- Ability to communicate (written and verbal) skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, non-judgmental, respectful, courteous and pleasant manner at all times.
- Maturity, good judgment and professional personal appearance.

SPECIAL WORKING CONDITIONS

- Ability to be confident around various animals (primarily, dogs and cats) Comfort and ability to work humanely with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
- Requires ambulatory skills sufficient to perform duties. Ability to stand, walk, stoop, kneel, crouch, and climb as well as manipulate (lift, carry, move) up to 50 pounds.
- Requires good hand-eye coordination, arm-hand-finger dexterity with the ability to reach and grasp, and visual acuity to use a keyboard, utilize PetPoint and other common software, operate equipment and read information.
- Valid Driver's License

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.

IMMEDIATE SUPERVISOR Director of Lifesaving

HOURS Full-time management positions require a minimum of eight (8) hours per day, forty (40) hours per week. Daily hours and days of the week may vary according to the needs of the department. Staff schedules include weekends, night, and holiday work.

INTRODUCTORY ASSESSMENT PERIOD The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with ACCT Philly, this introductory assessment period is the period during which the specifics of the job are learned.

EMPLOYMENT It is the policy of ACCT Philly that all positions are governed by the needs of the agency, which means that employment is "at will" and for no specified term. Either ACCT Philly or the employee may terminate employment at any time.