



Lifesaving Manager

FSLA Status: Exempt

Summary

The Lifesaving Manager ensures that delivery of Lifesaving activities, including adoption, foster and rescue placements, are delivered effectively, with a focus on proactive and engaging approaches to help the thousands of animals who come to ACCT Philly. The Lifesaving Manager work hands-on with staff to help guide good decision making and enthusiastic interactions with a variety of stakeholders from adopters to skilled fosters and rescue partners including but not limited to other brick and mortar shelters. Working closely with ACCT Philly's staff and volunteers, the Lifesaving Manager is the key component to leading a comprehensive program rooted in helping the animals at ACCT find adopters, fosters or rescue.

Core Responsibilities

Staff Supervision

- Responsible for day to day supervision of Lifesaving staff in adoptions, foster and rescue focus areas, ensuring smooth workflow distribution, adherence to policy, and great customer service
- Train and develop staff so they may effectively deliver services and find animals placement
- Provide real time triage, problem solving, and conflict resolution
- Oversee adoption follow up process and alerting others to possible areas of concern requiring intervention

Program Development

- In conjunction with the Executive Director, monitor, and report annual goals and metrics, with a focus on improving from the year prior
- Support development and revision of program policies, ensuring ACCT is up to date on best practices, new approaches and what is the most effective for the animals in our care
- Communicate any programmatic changes to staff and rescue partners, and, in coordination with Volunteer Manager, volunteers as well
- Participate in relevant volunteer training
- Create and implement innovative programming to grow capacity
- Build and implement support structures to provide assistance to people and animals in foster care, follow up to adopters, and rescue partners
- Build and increase ACCT Philly's rescue, foster and adopter base
- Cultivate and support positive, mutually supportive and respectful relationships with all stakeholders to benefit the animals in our care and in the community

Administrative/Other

- Oversee new rescue partner application, approval and onboarding process
- Conduct rescue partner audits as needed
- Create staff schedules; receive and respond to requests for time off
- Oversee cash handling procedures for relevant staff, ensuring compliance and providing training/accountability where needed
- Participate in special projects as needed

- Other duties as assigned by Leadership
- Perform all duties of departmental staff as needed

Work Environment

ACCT Philly is open to the public 10am to 6pm daily including on weekends and holidays. An employee may have as many as 300 interactions with the public in a given day, including with volunteers and rescue partners. The shelter operates at a fast pace, and employees are exposed to odors and high levels of noise while performing their job.

Qualifications

Passion for the mission of ACCT Philly and an ability to articulate it effectively; strong interpersonal and organizational skills; enjoys interacting with people from a variety of backgrounds and experiences - is an animal loving "people person"; possesses a personality that is upbeat and engaging; demonstrates maturity and discretion; confident giving direction; comfortable interacting with strong, passionate personalities; highly motivated self-starter who can work independently and on a team; able to shift between priorities and activities with ease; able to train others and help them grow; demonstrated ability to communicate effectively both orally and in writing; demonstrates flexibility and is willing to adjust work schedule or flow to meet the needs of the organization;

Education and Work Experience

High school diploma or GED required; three (3) years or more of demonstrated increasing responsibility in public facing roles in an animal sheltering or rescue organization; two years background with experience in managing teams and the program areas included in this position; rescue, adoptions and foster.

Hours/Status

This is a full-time position, averaging a minimum of eight (8) hours per day, forty (40) hours per week. Work schedule including days and hours will vary according to the needs of the organization, will include weekends, nights, and holidays. This position is FSLA exempt status. This is a non-Union position.

Compensation

\$45,000-\$50,000 annually, plus benefits package, paid time off

Introductory Assessment Period

The introductory assessment period runs from the date of hire for 90 days 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. During this period, either the employee for ACCT Philly 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 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.