



pasadena humane society & spca

Director of Placement and Customer Care

FSLA Classification
Full Time, Exempt, Tier 4

REPORTS TO: Senior Vice President
DIVISION: Operations
DEPARTMENT: Placement & Customer Care

JOB DESCRIPTION

Summary / Objective

Develop, manage, and coordinate programs that address the customer experience at Pasadena Humane Society (PHS). This includes front office operations and all placement programs including adoptions, transfer, and foster care.

Supervisory Responsibilities

Manages the Placement and Customer Service Coordinators and their support staff.

Job Duties and Responsibilities

- Develop and manage PHS placement programs including intake, adoptions, transfer, foster care, and offsite placement locations.
- Ensure the proactive movement of animals in and out of PHS with the goal of saving more lives.
- Create an open adoption environment that educates the public and places animals in families.
- Assist the outreach department with offsite adoption events and Wiggle Waggle Waggin' opportunities to increase adoptions.
- Develop and manage PHS front counter customer service programs, including, but not limited to, over the counter relinquishment, euthanasia, licensing, and assisting the outreach department with the Helping Paws program.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Oversee the organization's general telephone operator service.
- Oversee goals and objectives, process development and implementation, collateral development support, and more for all placement and customer service programs.
- Assist the medical and behavior programs by monitoring the health and behavior of shelter animals. Communicate and document information as per standard process.



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- Ensure all records are maintained appropriately in database and money is accurately processed according to PHS policies.
- Assist with the creation of manuals and trainings for shelter database, customer service issues, placement and animal/customer care.
- Participate in the development of new programs that meet PHS goals.
- Develop and manage customer service programs to ensure a positive experience for the customer at PHS. Includes staff training, assisting outreach with the development of collateral/forms, and additional tasks as assigned.
- Promote positive relations with the general public, volunteers, and staff while promoting the society's programs, policies and philosophies.
- Manage the Customer Service and Placement programs and staff, including hiring, terminations, payroll, and scheduling, training, counseling and general productivity of the workforce.
- Ensure that data is tracked and reports are created and distributed to the proper parties as required.
- Create and manage budget allocations and expenditures, fund balances and related financial activities as it relates to department goals and programs. Maintain records and inventories of supplies.
- Assure a safe working environment and actively participate in PHS safety programs.
- Participate, as needed, in special department projects. Work as a team member with other department supervisors and managers.
- Represent PHS at outside meetings, liaise with other organizations and outside contractors or partners, as needed. Public speaking on PHS programs to staff and volunteer trainings will be required.
- Perform other duties as assigned.

Requirements and Qualifications

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must participate in Mandatory All Staff Meeting every third Thursday of the month.
- Must be able to work independently with minimal supervision.
- Must provide positive, proactive customer service at all times.
- Ability to lift up to 50lbs.



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Skills and Qualifications

- Experienced manager with a minimum of five years in shelter environment. Bachelor's degree preferred.
- Effective management and supervisory skills.
- Excellent planning and organizational skills.
- Well-developed interpersonal, public speaking, written and verbal skills.
- Solid critical thinking and program development skills.
- Professional appearance and manner.
- Ability to negotiate effectively with staff and public.
- Computer literate, specifically Chameleon, Crystal and MS Office Suite.
- Working knowledge of mail processing for postage machine, UPS and FedEx.
- Ability to lift up to 50lbs.

Working Conditions:

Exposure to numerous animals (live and deceased), including those with uncertain dispositions. Heavy phone and foot traffic.

PHS prohibits discrimination against or harassment of any person employed by or seeking employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work" status.