



Position Title: Dog & Cat Adoption Program Manager

Job Type: Full-time/Exempt

Reporting Structure: The Dog & Cat Program Manager reports to the Ranch Manager

Starting Annual Salary Range: Commensurate with experience

Benefits: Medical, paid holidays, vacation, and sick leave

About Jameson Animal Rescue Ranch:

Jameson Animal Rescue Ranch (JARR) is a no-kill rescue and sanctuary in the Napa Valley for companion and farmed animals in need. The nonprofit provides transitional and permanent shelter, adoption and rescue services, humane education, animal advocacy, and is committed to ending animal cruelty and overpopulation. JARR also collaborates with and acts as a liaison for various local animal rescue groups.

JOB DESCRIPTION:

The primary responsibility of the Dog & Cat Adoption Program Manager is the creation of adoption-boosting programs, the overall process of dog-cat adoptions, decision-making process regarding intake, behavioral and medical assessment of dogs and cats admitted into the program. The Manager is also responsible for the creation of all-encompassing enrichment programs tailored to each animal as well as creating educational programs to promote JARR's mission and support the community.

DOG & CAT PROGRAM MANAGER DUTIES AND RESPONSIBILITIES:

- Make decisions regarding what dogs & cats are admitted to JARR
- Perform initial behavioral and medical assessments
- Facilitate adoptions by arranging 1 on 1 meetings, counsel potential adopters, process adoption paperwork

- Create and provide innovative ideas for dog & cat adoption programs such as: social media boost and awareness, adoption events, flyers, training videos, etc.
- Create and implement dog and cat enrichment programs for on-site and off-site to provide all-encompassing quality of life.
- Work with the Volunteer Coordinator in order to create volunteer programs that can support the dog and cat enrichment programs at the ranch as well as on foster homes.
- Assure that all Dog & Cat volunteers and assisting staff receive the necessary training and support to perform their responsibilities.
- Serve as main contact for all dog / cat adoption inquiries.
- Work with JARR trainer(s) and behaviorist
- Manage and approve placement & home checks of all dogs & cats admitted into JARR.
- Collaborate closely with the Foster Coordinator to:
 - 1) Ensure a plan of action is created for each animal under JARR's program (social media, adoption events, etc.) in order to promote adoption and awareness.
 - 2) Ensure the proper foster placement of animals
 - 3) Assist animal trainers and foster homes in creating tailored enrichment program(s) that fulfill the animal in question.
- Coordinate with staff to ensure animal coverage seven days a week at the ranch.
- Ability to maintain proper paperwork and accurate control of animal-program-related supplies.
- Oversee the scheduling of animals for proper vaccine and health check-ups, surgery appointments, and attendance of animals at offsite adoption events.
- Oversee the treatment, vaccination, and medication to those animals designated for treatment.
- Assist in tours, lectures, public education programs, special events and fundraising activities as needed.
- Communicating with and supporting volunteers after hours if needed.
- Responsible for accurate and timely record-entry including entry of medical treatments and surgeries, foster / adopting family information, statistical reporting of the program including but not limited to number and type of animals enrolled into program, number of foster / adopting homes, and reasons for animals in care.
- Treat animals humanely, with compassion and concern both on and off the job, and transmit these values to others.
- Provide orientation materials to all Dog & Cat Program-related volunteers plus coordinate training sessions as needed.
- Develop a strong, positive, and respectful working relationship with volunteers.
- Monitor health and behavior of animals and consult with partner veterinarians and trainers as needed.
- Provide accurate information and friendly professional service to the public and to coworkers in a responsive, positive, courteous, and tactful manner.
- Weekend hours will be required on a regular basis.
- Advance personal knowledge of domestic animals including breeds, behavior, appropriate care and housing, common health problems, disease symptoms and handling techniques.

- This job description is not intended to be all inclusive and employees will also perform reasonably related business duties that may be requested by management staff as required which will ensure a positive image and/or will improve the services provided by JARR.

OFFICE DUTIES AND RESPONSIBILITIES:

- Screening potential adopters, helping to match pets to adopters, and processing adoption.
- Data entry of all animals and their medical histories into the database.
- Basic computer knowledge.
- Daily verbal and written communication with public and staff over the phone, direct contact, and email.
- Handling potentially difficult and awkward conversations with the public in a professional manner.
- Ability and desire to be a team player with co-workers.
- Able to maintain concentration despite frequent interruptions.
- Able to be flexible and manage multiple tasks.
- Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
- Possess excellent written and oral communications skills.
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- Ability and initiative, working with minimal supervision and direction.
- Maturity, good judgment, and a professional personal appearance.
- The ability to remain pleasant and calm even in stressful situations.
- The ability to ask appropriate questions to gather information.
- The ability to feel and show empathy for others.
- The ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant.
- The ability to learn about and understand each dog/cat as an individual.

QUALIFICATIONS:

- Minimum 2 years' experience in an animal shelter or veterinary setting as a vet tech or vet tech assistant.
- Knowledge of domestic animals including breeds, behavior, appropriate care and housing, common health problems and disease symptoms, in addition to handling techniques.
- Have an understanding of social media
- Excellent people skills
- Excellent organizational skills

- Knowledgeable of positive reinforcement techniques
- Must have knowledge of medications for common illnesses such as upper respiratory infections, gastrointestinal illness, etc.
- High school graduate or GED equivalent.
- Ability to read, write, speak, spell and understand English at a level commensurate with professional job performance and to interpret safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
- Valid California driver's license with reliable transportation.
- Ability to communicate with the public and co-workers in a professional, pleasant, courteous, tactful, and effective manner at all times.
- Must be able to work independently and be self-motivated.
- Must be in good physical and mental health and have the ability to perform sometimes strenuous physical activity, including lifting and carrying animals weighing up to 50 pounds for short distances with the help of fellow employees.
- Willingness to attend training programs to upgrade skill levels.

WORKING CONDITIONS:

- Full-time work week as scheduled, including weekends and some holidays.
- Be able to deal with an oftentimes emotion-charged public and carry a fast-paced, changing workload which can be stressful.
- By the nature of the job there is occasional exposure to sick, injured, unruly, vicious and/or dangerous animals, in addition to exposure to parasites and infectious diseases.
- Employees in this position will work with or around the following chemicals: bleach, accelerated hydrogen peroxide, alcohol, and will perform the administration of medications.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands and fingers to reach or feel; climb, balance, stoop, kneel and crouch.
- Only team players need apply