



**POSITION TITLE:** Customer Care and Compliance Manager  
**REPORTS TO:** Executive Director  
**STATUS:** Exempt; Full-Time

#### **POSITION SUMMARY**

The Customer Care and Compliance Manager is a critical leadership position for The Heritage Humane Society and is responsible for managing the movement of pets entering and exiting the building by supervising the adoption and admissions program. In partnership with the Executive Director, the position is responsible for ensuring compliance with all regulations and guidelines while implementing best shelter practices to maximize the impact of HHS's lifesaving efforts. The candidate will oversee all processes of the customer experience with a positive, can-do attitude. This is a hands-on leadership role where the candidate will be leading and doing the work while training and supervising team members. following the animal care laws in Virginia. It is imperative that proper records are always maintained, as well as a welcoming facility. Revenue expectations for this role include retail sales, upselling HHS programs and services (classes and parties), accepting donations, and more. Compassion, communication, follow through, and an ability to lead a team of dedicated team members while teaching critical thinking and problem solving is key to the success of this role.

#### **Make decisions for the pets in our care based on the Five Freedoms of Animal Welfare.**

##### **Freedom from Hunger and Thirst**

By ready access to fresh water and diet to maintain health and vigor.

##### **Freedom from Discomfort**

By providing an appropriate environment including shelter and a comfortable resting area.

##### **Freedom from Pain, Injury or Disease**

By prevention or rapid diagnosis and treatment.

##### **Freedom to Express Normal Behavior**

By providing sufficient space, proper facilities and company of the animal's own kind.

##### **Freedom from Fear and Distress**

By ensuring conditions and treatment which avoid mental suffering.

#### **BASIC REQUIREMENTS:**

##### **MANAGE ANIMAL INTAKES AND OUTCOMES**

- Interact with members of the public who wish to adopt a pet, surrender an owned pet, or bring in a stray animal they found. Always make guests feel welcome and offer support upon any interaction.
- Provide excellent service and record keeping needed to resolve current and potential customer concerns.
- Assist in the creation of adoption promotions and marketing ideas designed to increase adoptions.

- Serve as the co-administrator for the Pet Point animal management system.
- Responsible for overall operation of the adoption and admissions program for HHS and maintaining the standard operating procedure to go with it that will be used for on-boarding new or crossed-trained staff members including commonly asked questions on the phone. This should be an evolving document.
- Manage staff positions that work in Customer Care team as well as dedicated volunteers. Assist with creating job description, updating the on-boarding materials for team members, overseeing staff training, and ongoing human resources for your team. Maintain a positive and professional relationship with all team members.
- For surrendered animals - record relevant information about the former owner, as well as the animal being surrendered. Enter records into Pet Point, collect fees and obtain owner releases. Obtain animal history and medical releases from the owners. Document as much information as possible.
- For stray animals - enter records into Pet Point and obtain signature from the Good Samaritan. When appropriate, post on social media channels such as lost and found groups on Facebook.
- Answer the phones and provide excellent customer service to both our internal and external clients.
- Help families in their time of crisis when they come to HHS to surrender their pet or by helping with their options to keep their pet in their home. Intake deferral is our goal when in the best interest of the pet and family.
- Write/edit and post bios on pets as they are prepared for adoption and preferably before they go online. Share the foster's descriptions and photos on Pet Point for potential adopters to see. Ask for help from those that have direct contact with the pets when needed.
- Assist with ensuring cage cards throughout the building are up to date and posted as needed.
- Assist with donations by helping members of the public and properly documenting the intent of the gift.
- Run a daily financial report out of Pet Point and balance the income to the transaction history.
- Assist with various reporting such as board updates, municipality reporting, and the annual State Veterinary Report. Conduct weekly and monthly audits of the pet records to ensure that they are properly completed, accounted for, and filed.

#### **MAINTAIN AN INVITING PUBLIC AREA INCLUDING THE LOBBY**

- Focus on upsell opportunities and round-up for donations. Provide retail store oversight, financial transactions, and providing feedback on which items seem to be doing the best is needed. Advocate for training classes and upcoming events. Find ways to increase sales and work on monthly sales goals for retail merchandise products as well as products and services offered by HHS.
- Keep the lobby organized and desk space clutter free and inviting, sort donation items that are brought in and oversee that the items are taken to the correct place in the shelter (kibble kitchen, chuck wagon, medical, admin offices, etc.)
- Restock the adoption kits along with the Precious Pieces blankets as needed.
- Ensure that the restrooms are stocked with the correct supplies and clean before we open to the public at noon.

#### **ASSIST WITH MARKETING AND COMMUNITY ENGAGEMENT**

- Create content for our Marketing Manager to use for social media posts to generate community support and interest. Track areas of greatest interest for our community for upcoming posts.
- Take photos of animals going home, donations coming in, or other areas of interest for future stories (either Facebook, electronic newsletter, or others). Share photos and stories with the Marketing Manager.
- Assist with adoption and intake content for the HHS website and various marketing materials.
- Assist in the creation of adoption promotions and marketing ideas designed to increase adoptions.

## **COMPLIANCE ROLE**

- Work with the Executive Director and members of the management team on developing processes to ensure that we always remain compliant with the state and governing bodies. This includes intake and outcome paperwork, medical documentation, and shelter statistics. Assist the Executive Director with the municipality reporting annually and the other reports needed for grant applications.
- Assist with various reporting such as board updates, municipality reporting, and the annual State Veterinary Report. Conduct weekly and monthly audits of the pet records to ensure that they are properly completed, accounted for, and filed.
- Complete the Hill's Science Diet report weekly adoption report and monthly audit to ensure we follow our contract.

## **ADDITIONAL RESPONSIBILITIES**

- Participate in special events and donor follow-up as assigned.
- Work collaboratively with all other staff members to ensure animals are being cared for properly and that each pet can move through the system efficiently.
- Follow policies and procedures set forth by the Heritage Humane Society Employee Manual.
- Be respectful of coworkers and treat co-workers, volunteers, and community members in a professional and kind manner.
- Follow all safety rules for self and animals.
- Other duties as assigned.

## **QUALIFICATIONS**

- A 4-year college degree is strongly preferred.
- 2 or more years' experience working in an animal environment (shelter, vet office, etc.) with progressively harder duties and responsibilities is preferred.
- A minimum of 1 years' experience supervising employees and/or volunteers is required.
- A strong leader and trainer that encourages staff members and volunteers to excel and grow.
- A fundamental commitment to the welfare of companion animals and a strong commitment to the mission of Heritage Humane Society. Compassion for animals and people is required.
- Superior oral communication and customer service skills.
- Proven ability to work with the public under various circumstances and in a setting that places a high value on customer service is considered mandatory.
- Ability to work in a fast-paced environment with a variety of people.
- Ability to use a computer and various types of software including Microsoft Office and Google Drive Suite. Social media experience is preferred.
- Experience with animal software strongly preferred, and Pet Point experience a bonus.
- Excellent follow-up and attention to detail required.
- A valid state driver's license with a clean driving record strongly preferred.

## **AVAILABILITY AND BENEFITS**

- Overtime exempt employee with a comprehensive benefit package. The workweek is normally 5 days and the schedule will be determined together.

- Package includes health insurance (HHS covers 75%), dental insurance (HHS covers 50%), paid time off, discounts on retail merchandise and other perks are part of the compensation package after 60 to 90 days of employment.

### **ENVIRONMENTAL CONDITIONS**

- Normally works in an environmentally controlled building, but some outside work and driving may be necessary.

### **OTHER CONDITIONS THAT ARE UNIQUE TO THE POSITION**

- Possible exposure to various common canine and feline illnesses and behaviors requires caution and proper use of appropriate protective equipment such as gloves, grab poles, goggles etc.
- The ability to handle the emotional and physical conflict of working in an environment that euthanizes animals that are aggressive, very sick and do not meet HHS adoptability criteria.

**To Apply:** Email your resume, cover letter and salary requirements to [klaska@heritagehumane.org](mailto:klaska@heritagehumane.org).