



## **JOB DESCRIPTION**

**JOB TITLE:** Client Services Manager

**DEPARTMENT:** Shelter Operations

**ACCOUNTABILITY:** Director of Operations

**FUNCTION:** Under direct responsibility of the Director of Operations, the Client Services Manager is responsible for the day-to-day operations and personnel management of the Client Services Team.

## **DUTIES AND RESPONSIBILITIES**

### **General:**

- Model and promote a staff culture that is professional, welcoming, collaborative and free of judgment.
- Facilitate learning to promote staff (and volunteer) growth and development.
- Implement industry best practices and organizational policy.
- Plan, build capacity, organize, coordinate, review, evaluate and direct efforts of assigned staff to achieve the Client Services Team goals in support of the organization's mission.
- Ensure quality care and humane treatment for the animals owned by the Rockingham Harrisonburg SPCA.
- Perform duties in a manner which encourages attainment of Rockingham Harrisonburg SPCA goals.
- Ensure that State laws and regulations are followed.

### **Program and Personnel Oversight:**

1. Responsible for updating procedures and personnel training and staff oversight in performance of the following:
  - a Customer Service
    - i Scripts for phone, email and in person client interactions
    - ii Cleanliness and presentation of the non-animal housing public areas
    - iii Upkeep of automated phone system and communication of events
    - iv Monitor and respond to public inquiries on social media platforms (Google reviews, Instagram and Facebook)
    - v Post adoption follow up
  - b Intake Deferral
    - i Trap rentals

- ii Community Cat Voucher and referral program
    - iii Scheduled owner surrenders
    - iv Other intake deferral initiatives as implemented
  - c Offsite Adoptions and Events (shared responsibility with Animal Care, Foster and Volunteer Managers)
    - i Animals housed at offsite locations (excludes foster homes)
    - ii Offsite adoption events
    - iii Participation in off site community events
    - iv Barn Cat Promotion and placement
  - d Record Keeping
    - i Process animal intakes and outcomes
    - ii Maintain accurate animal and person records in Shelterluv (shelter software)
    - iii Inventory management and supply ordering
    - iv Lost and found animal reports
    - v City and County dog license sales and monthly reconciliation
    - vi Bite reports submissions and releases (Virginia Department of Health)
    - vii Accident report forms
  - e Financial
    - i Cash handling, daily closing, weekly & monthly reconciliation of transactions and bank deposits
    - ii Retail Sales
    - iii Over the counter monetary donations
    - iv In kind donations
2. Responsible for program related reporting for initiatives listed above.
  3. Responsible for maintaining accurate paperwork in accordance with state and federal regulations including but not limited to intakes, outcomes and operational revenue.
  4. Maintain staff schedule, review, and approve timecards and PTO requests.
  5. Serve as primary point of contact for Virginia Department of Health, City and County Treasurer's Offices for dog license sales, and cremation services vendor.
  6. Coordinate administration of rabies vaccines for animals being returned to the owner.

Communication:

1. Communicate with and work closely with Rockingham Harrisonburg SPCA team leads and managers regarding people service (including customers, volunteers, fosters) as well animal care.
2. Communicate well in person, via email and telephone with individuals within and outside the organization to ensure success of the programs.
3. Ensure up to date messaging is always delivered to clients. Includes signage in the lobby, scripting for in person, phone, and email communication.

#### Intakes and Outcomes:

1. Process adoption applications and follow-up for adoption matches, non-matches, and denials.
2. Provide pre-surrender counseling to ensure customers' understanding of Rockingham Harrisonburg SPCA services and alternatives to surrender.
3. Ensure accuracy and completeness of records.

#### Facilities and Inventory:

1. Ensures relevant equipment is available and in good working order, report concern to supervisor promptly.
2. Performs inventory management routinely and addresses any concerns found.
3. Responsible for placing order requests timely for equipment and supplies necessary for the Client Services Team to fulfill their responsibilities.

#### Budget and Strategic Planning

1. Plays an active role in budget planning and monitoring expenditures including payroll and department expenses.
2. Participates in strategic planning and plays and contributes towards big picture organizational goals.

#### Volunteer Management and Development

1. Responsible for utilization of volunteers to aid in achievement of department goals.
  2. Train staff on volunteer engagement and utilization.
- Participate in rotational pager duty as required.
  - Other duties as assigned.

Flexibility in scheduling is a must. Perform related work as required. Job responsibilities and opportunities may change as organizational needs change and grow.

#### TRAINING AND EXPERIENCE

Rockingham Harrisonburg SPCA is seeking a progressive, quick thinking, dynamic individual who brings animal handling and people skills along with passion, commitment and enthusiasm for our mission and accountability for their work. We are seeking someone able to lead and work well with a team. Independent thinking and resourcefulness to overcome roadblocks are a must.

The ideal candidate will have at least 2 years of experience managing processes and personnel. Excellent time management and oral and written communication skills along with ability to develop and build teams to support common goals is required.

**PHYSICAL REQUIREMENTS:**

Ability to lift 35 lbs., stand for long periods of time, move quickly, work with and around animals (including diseased, injured and/or potentially aggressive animals), loud noises, chlorine or other chemicals, inclement weather along with evening, weekend and holiday work times.

**COMPENSATION**

This is a salaried position offering a competitive pay scale of \$45,000 - \$50,000, based on experience. After a period of employment, the Client Services Manager is eligible for health benefits and PTO.

**NATURE OF EMPLOYMENT**

The Client Services Manager is an exempt position, which generally requires a minimum of 40 hours per week and may include travel, weekend, evening and holiday work.

There is no minimum period of employment guaranteed or implied by acceptance of an offer of employment. It is the policy of the Rockingham Harrisonburg SPCA that employment for this position is at will, which means that employment for no specified term and the employee or agency may terminate that employment at any time without cause. This job description serves as a guide.

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Employee Signature

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Date