



Dane County Humane Society

Helping People Help Animals

5132 Voges Road • Madison, WI 53718

(608) 838-0413 • giveshelter.org

Job Title: Customer Service Manager

Reports to: Assistant Executive Director

Supervises: Adoption Supervisor, Volunteer Department, Receptionists

Hours: Fulltime

Pay Rate: Competitive salary with benefits packages available.

Scope of Position: Responsible for oversight of entire Adoptions and Reception Departments, providing quality, friendly and timely customer service and education to clients needing assistance with animal related issues. Oversee Volunteer Department staff and volunteer orientation, onboarding, training and support protocols and programs. Ensure all program goals and objectives are focused on successful fulfillment within the scope of the current strategic plan. This is a full-time salaried position.

Duties and Responsibilities:

Adoptions / Reception / Customer Service

50%

- Provide oversight for shelter adoption and redemption (return to owner) programs to ensure smooth operations
- Provide oversight for shelter receptionists and lost/found volunteers to ensure smooth operations
- Establish, enforce, and evaluate adoption procedures and policies
- Establish guidelines and a system for responding to customer service concerns
- Manage Call Center (Reception) operations / Maintain phone system's programming
- Compose, monitor and maintain all outgoing written communications, including adoption contracts, waivers and packets to ensure accuracy and professionalism
- Establish guidelines and a system for recovering adoption, service, redemption and merchandise fees
- Create and maintain training materials and programs for staff and volunteers
- Other duties as assigned

Volunteers

30%

- Utilize volunteer to minimize costs and maximize program activity, maintain a current bank of volunteers

- Establish guidelines and a system for maintaining organized and efficient work structure and a positive climate for staff and volunteers
- Assist other department heads with volunteer scheduling and training systems
- Develop and oversee departmental volunteer retention plans, which includes continuing education and development as well as recognition
- Work with directors and supervisors to create new and innovative roles for volunteers, including in leadership roles

Personnel

10%

- Review, interpret and evaluate DCHS policies and procedures
- Hire, train, evaluate and dismiss staff and volunteers.
- Oversee the orientation and onboarding process for new staff and volunteers
- Oversee training of new personnel, updating training files as needed. Ensure staff are trained properly and in a timely manner.
- Oversee coordination of volunteer needs and address volunteer concerns with Volunteer Coordinator
- Run weekly department meetings with staff to help facilitate direct and efficient communication with both staff and volunteers Guide and support staff and volunteers in continuing education and professional development

Administrative

10%

- Prepare and measure goals for programs; demonstrate their impact on the current strategic plan
- Prepare and maintain budget and other appropriate programs and projects records; monitor and ensure compliance for each program/project
- Exhibit the values and philosophy of the Dane County Humane Society
- Communicate concerns/changes with direct supervisor, other department heads, and Executive Director as needed
- Acts as a liaison to other departments for effective and efficient communication
- Remain current on animal-related issues including behavior and training

Qualifications/Requirements:

1. College degree required with a minimum of five years of professional experience, three years supervisory or management professional experience and 1 year animal care, handling or behavior experience.
2. Excellent organizational skills.
3. Must have excellent written and oral communication skills and computer skills
4. Excellent customer service and public relations skills
5. Ability to think critically and strategically in order to carry out mission, goals and objectives of the programs of the organization
6. Ability to be self-directed and creative.
7. Proven ability to relate to a diverse population.
8. Animal experience preferred.
9. Acquire and possess thorough understanding and dedication to the philosophies of animal welfare.

To Apply:

If you are interested in being considered for this position, please submit a resume to Doug Brown, Assistant Executive Director, dbrown@giveshelter.org. While position will remain open until filled, **please apply by June 15th for best consideration.**

Dane County Humane Society is an Equal Opportunity Employer. At Dane County Humane Society, we know our work of helping people help animals directly benefits from having a diverse and inclusive workforce. DCHS is proud to be an equal opportunity employer that strives to represent the community it serves by employing people with a variety of backgrounds, perspectives and skills. Diversity and inclusion are celebrated and embraced at Dane County Humane Society. We will not discriminate against or give preference to any person because of race, color, religion, age, sex, national origin, handicap or disability, ancestry, sexual orientation, marital status, arrest or conviction record, genetic information, veteran status or other class protected by applicable law. DCHS puts people first and we are happy to work with employees and applicants to remove barriers and put any necessary accommodations into practice.