



Humane Society

FOR SOUTHWEST WASHINGTON

Completing families since 1897; we are committed to enriching the lives of people and pets through serving our community as it changes and grows. Through education, outreach, adoption, events, and support services for families, we are expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

The Humane Society for Southwest Washington (HSSW) is in search of **The Ideal Team Player*© to join our team as **Customer Care Supervisor** on the Customer Care Team. This position requires an individual who loves working with people, teams of people and strives for excellence. Consider a change working toward a mission that will change you forever!

People + Dogs + Cats

Customer Care Supervisor

The mission of the Customer Care Supervisor is to supervise, inspire, and coach staff, workforce partners, and volunteers on the Adoptions and Admissions Teams. They must lead by example, determine, and implement solutions to issues, turning them into opportunities for growth and development and providing excellent customer service customers, patrons, fellow staff, volunteers, and workforce partners.

The Customer Care Supervisor is responsible for the safe and efficient daily operation of the adoptions and admissions departments. The Customer Care Supervisor provides leadership and guidance for team leads and staff and participates in long range planning to ensure that the customer care departments are achieving the highest standard possible and that patrons receive compassionate and clear assistance from the customer care departments.

The Customer Care Supervisor is an FLSA Nonexempt status position with a starting payrate of \$17.10 per hour. Pay increases are analyzed annually and are dependent upon experience, attitude, work ethic, commitment to teamwork, learning ability, skill level and core competencies

Benefits

In addition to serving in an organization with a compassionate and strategic purpose; full time employees currently enjoy health, dental and vision insurance benefits that become effective the first of the month after hire, paid time off that includes floating holidays, matching percentage 401 (k) retirement plan that begins the first of the month after hire and has a 3-year graded vestment schedule, employee assistance program that includes all household member access, Section 125 FSA Cafeteria Plan for out of pocket health and/or dependent day care expenses, numerous employee discounts that include partner organizations and access to affordable life, disability and accidental supplemental insurance through our partnership with Colonial Life which offers a guaranteed-issue life insurance coverage option to new employees, which means no medical questions or exams are required to be eligible for coverage.

The Ideal Applicant

- Displays interest, enthusiasm, and an affinity for leadership and working with both animals and the people who love them.
- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and ideally a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- Is committed to achieving excellence individually and as a part of the team.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

Primary Duties and Responsibilities

- Ensure and assist with proper training and scheduling of new customer care staff, workforce partners and volunteers.
- Actively support staff, workforce partners and volunteers; promote the development of skills related to the advancement of our goals and mission; recognizing their individual contribution to the success of our organization.
- Proactive with performance management as an approach to staff development through staff one-on-ones, evaluations, goal setting, coaching and last resort disciplinary actions.
- Work with HR to ensure staff, workforce partners and volunteers are fully capable to perform essential duties and are on track for advancement in their career development
- Work with Volunteer Program Manager to identify volunteer and workforce partnership opportunities
- Work with management team and HR regarding hiring and terminations.
- Participate as an active member of the Shelter Operations Team and actively engage with staff, volunteers and workforce partners through daily communication, interaction and meetings and promoting effective communication and cooperation between departments.
- Oversee Admissions and Adoption programs including but not limited to offsite adoptions, adoption promotions, stray intake and redemptions, owner requested surrender and euthanasia, small animal and exotic stray intake and placement. Monitor program needs and communication for continued efficiencies and development.
- Delegate and oversee daily workflow for adoption and admissions staff, volunteers, and workforce partners. Making decisions and solving issues independently that are aligned with our vision, mission & values. Perform daily adoption and admissions counselor duties as needed.
- Oversee ReTail Pet Store inventory, provide sales training and product education for staff, volunteers, and workforce partners to promote and increase sales of ReTails Pet Store products.
- Maintain professional working relationship with local humane societies, animal rescue groups and contracted animal control agencies.
- Ensure safe, sanitary, organized, and productive work areas, enforcing safety guidelines to ensure a safe work environment. Take immediate action to address any safety concern or non-compliance of

safety rules that could put an employee, volunteer, client, animal, or the organization at risk. Providing full support to HSSW's Safety Committee

- Always Represent HSSW in a professional and courteous manner. Provide quality service to customers, volunteers, workforce partners and fellow employees, recognizing their individual contribution to the overall success of our organization.
- Open & close shelter as required and perform other duties and special projects as assigned.

Required Attributes & Competencies

A Supervisor at the Humane Society for Southwest Washington must exhibit the following competencies.

- Conflict Management
- Relationship Building
- Talent Development
- Organizing and Planning
- Customer Orientation
- Drive/Energy
- Communicativeness
- High Standards
- Problem Solving and Decision Making
- Composure and Influence

In addition, they must,

- have excellent interpersonal, active listening and leadership skills
- demonstrate a commitment to HSSW's vision, mission, values, and goals
- engage professionally and competently with community partners, volunteers, potential donors, and the public
- communicate effectively in written and oral form with the ability to use basic office program and technology
- possess the knowledge, skills, and ability to present complex information to a variety of audiences
- have a high level of integrity and maturity to handle sensitive and confidential situations

Required Qualifications

- Must possess a valid driver's license and acceptable driving record.
- Minimum 2-3 years leadership and team building experience

HSSW Culture

Vision: A community where everyone loves and cares for animals.

Mission: Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

Values: Compassion. Collaboration. Excellence. Service. Integrity. Stewardship.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value we recognize that everyone has the opportunity to lead by setting an example of excellence, attitude, service, teamwork & collaboration.

We seek to hire and surround HSSW with team members that are *humble, hungry, and smart.

- Humble team members are quick to point out the contributions of others and slow to seek attention for their own. They share credit, emphasize team over self and define success collectively rather than individually.
- Hungry team members are self-motivated and diligent. They are constantly thinking about the next step and the next opportunity.
- Smart team members are interpersonally appropriate and aware. They have good judgment and intuition around the subtleties of group dynamics and the impact of their words and actions.

Physical Demands and Working Conditions:

The Customer Care Supervisor must be able to speak to groups of people, stand, walk, sit, talk and hear, stoop, bend, squat, kneel, stretch, grasp and grip, put fingers together firmly and reach above and below shoulder level and lift, push, pull or lift 25-50 pounds for moving animals or supplies/materials, repetitively use hands to operate computers; use computer keyboard for extensive periods of time, flex the neck upward and downward; twist the neck and the waist. Reasonable accommodations may be made for enable individuals with disabilities to perform the essential functions.

Work is performed in an animal shelter environment with expected exposure to conditions that include working with and near animals. Primary workplace conditions include potential exposure to fractious animals; high noise levels; zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. **The HSSW participates in E-Verify and requires pre-employment drug screening.***

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If you feel you are the ideal candidate and you meet the qualifications for this position, please submit application by email to jobs@southwesthumane.org with your first and last name in the subject line followed by"; Customer Care Supervisor". If you prefer you may place your application in an envelope to mail or hand deliver. Please label Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192nd Ave, Vancouver, WA 98684. You can find the link to our application here on our website <https://southwesthumane.org/careers>

Current HSSW staff will be required to submit an interdepartmental application.