



<b>Job Title:</b>	<b>Guest Service Manager</b>
<b>Department:</b>	<b>Shelter Operations</b>
<b>Job Classification:</b>	<b>Full Time; Salaried, Exempt Position</b>
<b>Job Relationships:</b>	<b>Reports to executive leadership, works closely with Animal Care Managers and Team Leaders, Foster Care Coordinator, Transport Coordinator, Operations Specialist and Clinic veterinary care team</b>
<b>General Purpose:</b>	<b>Responsible for the positive experience of the public patronizing the ARLGP from their interpersonal interactions with staff, to the speed and efficiency of processes</b>
<b>Schedule:</b>	<b>This position is a member of the ARLGP management team and schedule is determined as the organization's needs dictate. Weekends and evenings are required. Availability in the mornings to manage staff callouts is required.</b>

**PRIMARY PURPOSE:** To manage the staff and processes by which the Animal Refuge League of Greater Portland (ARLGP): admits stray and owner relinquished pets, processes and matches lost and found reports, processes returns-to-owners and schedules and admits public and rescue group spay/neuter appointments.

Models exemplary customer service in a fast-paced, sometimes emotionally charged environment with competing priorities. Fosters a spirit of goodwill and trust between the members of the public and the ARLGP, ensuring that staff deliver exemplary customer service while advocating for the pets in our care and in our community.

## **PRIMARY RESPONSIBILITIES**

### **CUSTOMER CARE:**

- Assess and consider daily: the interactions of staff and volunteers with members of the public both in-person and on the phone
  - How can we continually improve?
  - Have we done all we can to ensure a positive experience that meets the public's needs?
- Manage pet population flow in conjunction with the Animal Care Managers and Transport Coordinator and Foster Coordinator in and out of the shelter by monitoring admission appointments, scheduled returns-to-owners and stray pet statuses to ensure we are managing our resources well and meeting the needs of our pets and patrons in a timely fashion
- Be conversant in and understand the philosophies of an open admission facility and be able to discuss with both staff and members of the public as well as the ARLGP admission, adoption and euthanasia guidelines
- Engage customers in non-judgmental conversation regarding admissions, reclaims and adoptions
- Treat information given by and about customers with confidentiality, tact and discretion

- Interact with the public in a compassionate, polite, professional, non-judgmental manner at all times
- Build and maintain relationships with the ARLGP's contracted towns' animal control officers (ACOs) and police officers, social workers and case management organizations
- Oversee social work interns embedded in the guest services team

#### **SUPERVISORY RESPONSIBILITIES:**

- Set the example of a high functioning, positive work style while coaching and mentoring the guest services team members through their individual career growth and development
- Supervise the guest services team and ensure that they are supported in their daily responsibilities, including opening, during shift and closing checklist items
- Implement and adapt the ARLGP training program to the individual guest services staff to ensure each staff member's learning needs are met
- Train staff on and monitor the in-kind and monetary donation process at the reception desk for completion, adherence to policy and accuracy
- In conjunction with the leadership, revise and create SOPs as needed to ensure up to date training and reference resources for guest services processes
- Initiate daily task assignments, follow through on any pending matters, use independent judgment and training to take appropriate action to deal with standard recurring situations
- Interview and hire new team members with an eye to skill sets, positive and progressive mindset regarding animal welfare and potential for growth within the ARLGP
- Coordinate work schedule of all guest services staff on a weekly basis and provide weekly schedule to leadership.
- Perform performance reviews, performance improvement plans and disciplinary actions, as needed, per the ARLGP documentation guidelines
- Ensure that all guest services staff remain focused on the mission of the organization and conduct themselves in a highly compassionate and professional manner
- Coordinate and conduct regularly occurring meetings with guest services to discuss and/or set operations protocols and procedures
- Oversee the training and skill checks for guest services volunteers, to ensure protocols are being followed, goals are met and that they feel valued and appreciated

#### **ADDITIONAL RESPONSIBILITIES:**

- Perform the responsibilities of the guest services team
- Be the primary ARLGP liaison for ACOs and police officers of municipalities bringing pets to the ARLGP
- Able to learn and able to teach to staff the PetPoint data management system and other computer related programs and software used at the ARLGP
- Assist leadership with projects including but not limited to weekly PetPoint reports
- Recognize, assess and provide solutions for issues and improvements in day to day operations
- Observe the facility at all opportunities and report any repair or maintenance needs of the building, grounds and equipment and keep track of deep cleaning projects and assign as needed
- Participate in ARLGP events on and off-site as a representative of the ARLGP management team to the public and donors
- Perform the functions of a Manager on Duty, which include alarming/unalarming the building(s), checking staff out and handling patron and animal emergencies
- Other duties and responsibilities as assigned as the business needs dictate

**SKILLS & ABILITIES NECESSARY:**

- Candidates should have excellent communication skills, strong organizational skills, and the ability to work effectively with others, as coordination with multiple departments within the organization is required
- Ability to de-escalate emotionally charged situations
- Ability to meet people where they are with compassion, kindness and a solution-based attitude
- Excellent organizational skills
- Animal handling skills preferred
- Computer skills required including Word, Excel, email and all other forms of electronic communication
- Ability to learn and work in an animal sheltering database

**MINIMUM QUALIFICATIONS REQUIRED:**

- Bachelor's degree or equivalent combination of education and experience
- Process and project management experience
- 3+ years supervising staff, preferably in an animal sheltering or veterinary clinic environment
- Proactive, positive, 'recycle, reuse and repurpose' attitude
- Valid Maine driver's license with good driving record

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

- Duties of the job are performed in an animal shelter/animal clinic setting
- The employee is frequently exposed to odors or airborne particles including animal fur, disinfecting chemicals which can be toxic and zoonotic diseases
- Consistently exposed to animals and animal allergens under conditions without alterations available
- The noise level in the work environment can be very loud
- Must be able to lift at least 50 lbs. with reasonable accommodations
- Able to climb stairs unassisted
- Able to scoop, bend, twist, lift, squat, kneel, grip and reach
- Able to stand for several hours up to an 8-hour shift
- Able to sit at a computer work station and type and use a mouse for 2-4 hours at a time as part of normal job functions
- Move about the building and campus consistently to coordinate work

**TO APPLY:**

Please submit a cover letter outlining your qualifications, reasons for pursuing a career in animal welfare and salary requirements, along with your resume to [jobs@arlgp.org](mailto:jobs@arlgp.org) with the subject "Guest Services Manager."

The ARLGP will review applications and resumes solely for posted positions and, due to the significant interest in our job openings; follow-up communication is limited to candidates who meet the posted qualifications. If you have not been contacted within a month of application, you may assume that you have not been selected as a candidate. Due to the volume of interest in our positions, no calls please.