



Adoptions & Matchmaking Manager – Animal Welfare League of Arlington in Arlington, VA

Your day to day

The Adoptions and Matchmaking Manager ensures high-quality adoption services through effective team leadership and supervision of the day-to-day activities of the adoption department. Core responsibilities include the effective leadership and management of the Adoptions Department in accordance with the high-quality standards of the Animal Welfare League of Arlington. This position also works directly with individuals and families and serves as a representative of the League to the public. This position is based in Arlington, Virginia.

Who we are

The Animal Welfare League of Arlington (AWLA) provides animal adoption and community programs to Northern Virginia and D.C. Metropolitan areas, as well as animal rescue, control, and wildlife services within Arlington County. For more than 75 years, AWLA has remained committed to its mission to improve the lives of animals and the people who love them by providing resources, care, and protection. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare League of Arlington is dedicated to creating a humane community in which animals and people live together harmoniously. For more information, please visit www.awla.org

Reporting relationship

This position reports to the Director of Operations and works within a team of 2-4 staff members. This position will also work closely with League staff, volunteers, and the public.

Responsibilities for this dynamic position:

- Supervise assigned staff as well as volunteers. Schedule staff and volunteers adequately, maintaining coverage during planned absences. Direct workflow to maximize productivity
- Facilitate adoptions and show pets to potential adopters
- Oversee and ensure staff are trained, coached, and supervised. Delegate tasks as needed
- Ensure the approach with potential adopters is using an open adoptions model
- Manage all aspects of adoption program including: adoption policies, reviewing adoption applicants, and advising potential adopters on care
- Regularly meet with staff and supervisor to identify and implement improved processes for adoption, customer flow
- Collect and file all bite disclosures, ensure that disclosures are included in pet's file and a hold is placed in pet point
- Address and resolve issues concerning pre/post adoptions, via email, phone consults, and in person
- Develop new programs and revitalize existing programs to promote adoption, engage the community and keep pets with their families.
- Oversee retail ordering and inventory



- Ensure those contacting AWLA to relinquish pets receive respectful and compassionate service. Ensure all venues are explored in the best interest of the people and pets including pet retention assistance and alternatives to surrender
- Arrange animal transport to groomers, vet appointments, special events, etc. if needed
- Administrative tasks including, but not limited to, restocking supportive materials, filing contracts, creating adoption folders, ordering tags and other items, drafting weekly volunteer adoption counselor schedule and data entry
- Develop and present training to shelter staff/volunteers on a variety of subjects
- Ensure that animals are moved and placed to their appropriate locations and stages efficiently, including monitoring Pet point "Holds" for accuracy
- Collect, analyze and provide data to supervisor on a monthly basis
- Identify candidates for foster placement and coordinate with *Foster Coordinator* and *Manager of Animal Training and Behavior* for consideration.
- Oversee that animals have proper website descriptions, appropriate kennel signage and that updates are made as needed. Post adoptable animals on other websites, such as Rescueme.org, to get added exposure/interest
- Participate in daily rounds to remain aware of pet's needs while in the League's care
- Rotation of weekend manager duties, holiday and manager on call
- Other duties as deemed necessary and consistent with the mission of the League

Your qualifications:

- 5+ years of professional work experience in an animal care environment
- Bachelor's degree (BS or BA) or 5+ years of equivalent work experience
- Knowledge of animal care and behavior
- Prior skills in handling animals
- You pride yourself on being organized and paying attention to details
- Creative forward thinker with a focus on problem solving
- Excellent customer service and counseling skills
- Strong interpersonal skills
- Self-motivated with the ability to work both independently and a part of a team in a hands-on work environment
- Ability to work on multiple projects simultaneously while meeting various deadlines
- Demonstrated ability to engage, inspire and instruct people
- Courage and ability to maintain calm, composed and positive in stressful, sensitive or emergency situations
- Flexible schedule with the ability to work evenings, weekends, non-standard hours and overtime, as needed
- Strong computer literacy

Bonus points if you have:

- Experience in the field of animal welfare or animal shelter
- Experience with "hands on" nonprofits
- Experience working with PetPoint



You are:

- Passionate about the mission of the Animal Welfare League of Arlington (read it again just to make sure)
- Committed deeply to the goals of the organization
- Calm under pressure
- Energetic, hard-working, and just want to bring your talents to AWLA
- Able to maintain composed in stressful, sensitive or emergency situations
- Positive, enthusiastic, and professional
- Able to be discreet with confidential information

Typical physical & mental demands (this can vary day to day)

Requires frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and variable indoor and outdoor temperatures. May assist in animal restraint and deal with distressed or dangerous animals, and could be subject to bites and scratches. Requires manual dexterity to keep a strong animal on leash or operating a door while holding a strong animal on leash simultaneously. May be required to lift heavy items or animals (upwards of 50 lbs) and be otherwise physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions.

Must be comfortable around dogs, cats, small companion animals, reptiles, amphibians and wildlife. Will be required to receive rabies prophylaxis and tetanus vaccinations.

Generous compensation

This is a full time, 40 hour per week, exempt position. Amazing benefits include: medical, dental, and vision coverage, annual paid holidays, floating holidays, 7% employer retirement contribution after 2 years of employment and much more. This position qualifies for the Public Service Loan Forgiveness Program. The compensation for the position starts at \$46,300.00 (annually) and the League pays a **salary bonus** for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese.

Apply today: Submit your application materials to Claudia West and apply directly through our website: <https://www.awla.org/about/careers/>

If you are not able to access our website, please submit application materials to Claudia West at jobs@awla.org with **Adoptions & Matchmaking Manager** in the subject line.

- A cover letter describing your interest in the position
- Current up to date resume

AWLA welcomes applications from people of color, indigenous people, LGBTQ individuals, and other communities that have been marginalized and disproportionately impacted by violence and abuse. AWLA maintains a diverse and dynamic workforce and is committed to providing equal employment opportunities (EEO) to all employees and applicants for employment and promotions without regard to



race, color, religion, gender, sexual orientation, gender identity, marital status, veteran status, age, national origin, disability, or any other basis protected by federal, state or local law. Applications will be considered on a rolling basis. Position will remain posted until filled. **No phone inquiries, please.**