



POPE MEMORIAL HUMANE SOCIETY

Adoption & Guest Services Supervisor

Reports To: Director of Operations

Status: Full-Time, Hourly

Position Summary

The Adoption & Guest Services Supervisor creates a welcoming, compassionate, and professional experience for every person who enters Pope Memorial Humane Society. As the primary point of contact for adopters, volunteers, donors, animal owners, and community members, this position oversees the daily operations of the front desk and lobby while ensuring exceptional guest service. This role supervises front-desk staff, coordinates adoptions and animal admissions, and helps connect people with the resources and animals they need, while supporting efficient shelter operations.

Essential Responsibilities

- Create a welcoming and positive experience for all visitors while representing Pope Memorial Humane Society professionally in every interaction.
- Build positive relationships with adopters, volunteers, donors, and community members, helping foster engagement with the shelter's mission.
- Guide adopters through the adoption process, provide adoption counseling, review adoption applications, and complete related paperwork.
- Receive owner-surrendered and stray animals with professionalism, compassion, and attention to detail.
- Supervise the daily operations of the front desk and lobby, assisting with the training and mentoring of front desk staff and volunteers in partnership with the Assistant Shelter Manager.
- Respond to questions and resolve concerns with empathy and professionalism, including de-escalating emotionally charged situations while following shelter policies.
- Manage front desk administrative functions, including phones, ShelterLuv data entry, animal records, donations, scheduling, and general office support.
- Maintain a clean, organized, and welcoming lobby and public areas, and assist with receiving and organizing donated supplies.
- Support other departments and perform additional duties as needed to ensure smooth shelter operations.

Qualifications

Required

- High school diploma or equivalent.
- Excellent verbal and written communication and customer service skills.
- Strong organizational, time management, and problem-solving abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- Demonstrated ability to de-escalate difficult situations with professionalism, empathy, and sound judgment.
- Strong computer skills and the ability to learn ShelterLuv and Microsoft Office.
- Ability to work collaboratively while exercising good independent judgment.
- Familiarity with companion animals and their behavior.

Preferred

- Experience in an animal shelter or related field.
- Prior animal handling experience.
- Experience with ShelterLuv or similar shelter management software.

Working Conditions / Physical Demands

- Potential exposure to zoonotic diseases, dangerous animals, harmful chemicals, and high noise levels inherent in a shelter setting.
- Regular interaction with shelter animals, including cats, dogs, and exotics.
- Ability to lift and carry animals and equipment over 50 pounds with reasonable accommodations; standing for extended periods (up to 8 hours) and performing bending, stooping, and kneeling tasks.
- Must possess and maintain a valid Maine Class C driver's license with a satisfactory driving record.

Pope Memorial Humane Society is an Equal Opportunity Employer.