



Love Animals? Love People? Lead Lifesaving Change.

The Humane Society of Memphis & Shelby County is seeking a compassionate, innovative, and people-focused **Adoption Manager** to lead one of the most impactful areas of our organization: connecting pets and people through progressive, community-centered adoption practices.

This is more than managing adoptions — it's about creating opportunities for lifelong bonds, removing barriers for families, and helping more animals find safe, loving homes. The Adoption Manager plays a vital leadership role in shaping the adopter experience, inspiring the community, and advancing lifesaving outcomes across Memphis and Shelby County.

The ideal candidate is a dynamic leader who thrives in a fast-paced environment, values collaboration and creativity, and believes in meeting people with empathy and support. They are energized by building strong teams, developing innovative programs, and creating welcoming experiences that strengthen the human-animal bond and help both pets and people succeed.

Reports To: Executive Director **Supervises:** Adoption Counselors, Adoption Center Staff, Adoption Volunteers

FLSA Status: Full-Time, Exempt

Position Summary

The Adoption Manager provides leadership for the Humane Society of Memphis & Shelby County's adoption initiatives. This role is responsible for helping create an innovative, progressive, and inclusive adoption program that reduces barriers to pet adoption, increases lifesaving outcomes, and strengthens the human-animal bond throughout the community.

The Adoption Manager leads a customer-centered adoption culture focused on compassion, accessibility, creativity, and problem-solving. This position supports modern animal welfare practices, develops strategies to increase adoption conversions, and ensures adopters receive the support and resources needed for successful lifelong placements.

The Adoption Manager works collaboratively with staff, volunteers, and leadership to develop engaging adoption promotions, implement progressive placement practices, and cultivate an environment where every interaction is focused on helping people and pets stay together whenever possible. The ultimate goal of this position is to maximize lifesaving through innovative, equitable, and community-driven adoption practices.

This is a hands-on management position that requires active engagement on the adoption floor, direct interaction with adopters and the public, and collaboration across departments to continuously improve adoption outcomes and customer experience.

Essential Responsibilities

Leadership & Department Management

- Manage and support the daily operations of the Adoption Department through a progressive, solutions-oriented approach to animal placement and customer engagement.
- Help implement strategies that reduce barriers to adoption while maintaining safe, appropriate placements for animals.

- Foster a culture that prioritizes accessibility, empathy, innovation, and positive customer experiences.
- Supervise, coach, train, and support adoption staff and adoption volunteers.
- Maintain department procedures that reflect current best practices in animal welfare and progressive adoption philosophy.
- Collaborate with organizational leadership to support adoption goals, lifesaving initiatives, and community engagement strategies.
- Analyze adoption trends and outcomes to identify opportunities for improvement and innovation.
- Support organizational efforts to implement modern, equitable animal sheltering practices.

Adoption Programs & Animal Placement

- Oversee daily adoption operations to ensure efficient, welcoming, and customer-focused experiences.
- Develop creative marketing campaigns, promotions, themed events, and partnerships that increase visibility and adoption rates.
- Implement innovative approaches to animal placement, including adoption specials, community outreach, and behavior support initiatives.
- Ensure adoption counseling practices focus on conversation, education, and support rather than unnecessary barriers.
- Provide guidance and support for complex adoption cases and customer concerns.
- Develop and maintain post-adoption support programs that strengthen retention and reduce returns, including behavior resources, veterinary referrals, and follow-up communication.
- Partner with marketing and communications teams to showcase adoptable animals through compelling storytelling and social media engagement.
- Ensure all adopted animals leave with appropriate medical records, medications, care instructions, and support resources.

Team Management & Staff Development

- Hire, train, schedule, supervise, and evaluate adoption staff.
- Train and supervise adoption volunteers.
- Build a collaborative and accountable team culture focused on lifesaving and exceptional customer service.
- Facilitate ongoing staff education using resources national animal welfare leaders.
- Address employee performance concerns promptly and professionally.
- Encourage staff participation in developing new adoption ideas and community engagement initiatives.

Community Engagement & Customer Experience

- Create a welcoming and inclusive environment for adopters, volunteers, and visitors.
- Serve as a resource for escalated customer concerns and adoption support needs.
- Build community partnerships that expand access to adoption opportunities and pet support resources.
- Participate in and help coordinate special events, off-site adoptions, and community outreach activities.
- Promote a positive public image of the organization and its lifesaving mission.

Operations & Administration

- Oversee adoption records, departmental reporting, and financial reconciliation related to adoptions and retail sales.
- Track and report adoption data and outcomes for grants, organizational goals, and strategic planning.
- Ensure compliance with local regulations and reporting requirements.
- Maintain organized, clean, and welcoming adoption spaces in collaboration with staff and volunteers.
- Oversee retail operations related to the adoption center to enhance customer experience and support organizational revenue goals.

Qualifications

- Bachelor's degree preferred or equivalent combination of education and experience.
- Minimum of 2–3 years of supervisory or management experience in animal welfare, customer service, retail management, veterinary services, or a related field preferred.

- Demonstrated commitment to progressive animal welfare practices and reducing barriers to adoption.
- Strong leadership, coaching, and team development skills.
- Creative thinker with the ability to develop innovative adoption promotions and community engagement strategies.
- Excellent communication, interpersonal, and conflict resolution skills.
- Experience handling dogs and cats of varying breeds, sizes, ages, and temperaments.
- Working knowledge of animal behavior, shelter operations, and basic animal health concepts preferred.
- Ability to interpret and explain animal medical and behavioral information to adopters.
- Strong organizational skills with the ability to manage multiple priorities in a fast-paced environment.
- Proficiency with computer systems, reporting tools, and point-of-sale software.
- Must possess a valid driver's license and reliable transportation.
- Ability to lift 40 pounds and perform physically active work.
- Availability to work flexible hours including weekends, evenings, holidays, and special events as needed.

Core Values & Leadership Expectations

The Adoption Manager is expected to:

- Lead with compassion, empathy, and professionalism.
- Embrace innovation and continuous improvement.
- Support equitable access to pet adoption and resources.
- Promote collaboration, accountability, and positive workplace culture.
- Represent the organization's mission with integrity and enthusiasm.
- Advocate for progressive, community-centered animal welfare practices.

Why Join HSMSC?

At HSMSC, you'll join a mission-driven team dedicated to creating a compassionate community for animals and the people who love them. Every volunteer experience you create directly supports lifesaving work and strengthens the bond between our organization and the community we serve.

Benefits Include

- Competitive salary (\$40k to \$55k+)
- Medical, dental, and vision insurance
- 401k with employer match
- Employee Assistance Program (EAP)
- Generous PTO and paid holidays
- Reduced veterinary wellness care and supplies
- Opportunities for professional growth
- The chance to make a daily difference in the lives of animals and people alike

To Apply

Please submit your resume and cover letter to:

Ellen Zahariadis, Executive Director

ellen@memphishumane.org

The Humane Society of Memphis & Shelby County is an equal opportunity employer committed to fostering an inclusive and welcoming workplace for all.