



Job title: Community Relations Manager

Reports to: Director of Community and Institutional Relations

FLSA Status: Hourly, Non-Exempt

Employment Status: Full-time, Regular

Oversees/Manages: Community Relations Staff

Summary of Responsibilities

The Community Relations Manager's (CRM) main responsibility is to ensure that community members are treated with respect and connected to the appropriate shelter resources to meet their needs. The CRM oversees recruitment, training, and performance of Community Relations team members. The person in this role provides guidance, support, resources, and tools to the staff who directly interface with the shelter's internal and external community. The person in this role is expected to model a professional and positive attitude, open, transparent, and empathetic communication, and excellent emotional regulation. This role requires strong communication and organizational skills, and the ability to exercise independent and sound judgement to manage continually shifting priorities.

Essential Duties

- Understands diversity is a strength, equity is non-negotiable, inclusion is our obligation, and embodies this understanding in all interactions with internal and external stakeholders
- Professionally represents the MHHS' mission, vision, and values at all times
- Oversees the flow of incoming community members, and ensures their needs are being met
- Works with MHHS leadership to develop training programs for Community Relations Team
- Oversees and schedules the training and development of all reporting staff and volunteers
- Develops and implements goals and objectives for the Community Relations Team
- Runs weekly Community Relations meeting
- Provides timely conflict resolution between staff members
- Takes immediate action to address any safety concern or noncompliance with safety policies
- Researches and writes relevant policies and procedures, troubleshooting processes and performance
- Monitors the organization Facebook page to ensure program staff are responding appropriately and in a timely fashion
- Monitors all email and voicemail accounts in the Community Relations area to ensure program staff are prioritizing and appropriately triaging incoming communications
- Listens to and addresses community feedback in an appropriate and timely manner
- Provides ongoing appreciation efforts to recognize staff contributions
- Provides necessary data and reports to Director of Institutional and Community Relations
- Works with Finance Team on daily reporting
- Submits annual program budget requests
- Manages budgets and resources, including the reimbursement of expenses
- Purchases and inventories retail supplies

- Solicits donations from customers and assists with in-kind donations, and ensures entire Customer Care Team solicits donations at every opportunity
- Ensures that Community Relations Team collects complete donor information whenever possible, performing regular audits in conjunction with the Development team
- Maintains up-to-date knowledge of available animal inventory and breed characteristics, directing customers toward pets that match their lifestyle
- Processes all transaction types, responds to customer correspondence, and assists with check-in/out of clinic clients as needed
- Other duties as assigned

Qualifications

- **Prior Experience:** Four or more years of consistent work experience (one year of work experience may be replaced by an associate degree, two years for a bachelor's degree, in a relevant field); one year of experience working in an animal shelter; experience overseeing staff
- **Education:** High school diploma or GED required
- **Credentials:** No specific credentials required
- **Hard Skills:** Customer service; leadership and supervision; basic computer literacy and familiarity with Microsoft Office Suite
- **Soft Skills:** Excellent emotional regulation; empathy; conflict resolution; strong communication; team focus; flexible and creative problem solving; decisiveness; dependability; organization; time management
- **Availability:** Monday through Wednesday and Friday 10:30-6:30 pm, Thursday 8:00-4:30 pm; this is an in-person position with occasional allowances for project based remote work on a case-by-case basis

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The person in this position is regularly required to:

- Use hands and fingers, talk and hear
- Stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch
- Lift and/or move up to 40lbs
- See clearly, with or without corrective lenses, up close, at a distance, peripherally, and perceive depth and color

Working Conditions

- Working hours are subject to change based on the needs of the organization
- Alternate schedules, nights, and holidays may sometimes be required
- Work will take place in a variety of environments including medical offices, administrative offices, operational areas, and offsite, including outdoors
- The noise level in the work environment is usually moderate, and hearing protection is available where noise exceeds acceptable levels
- While performing the duties of this job, the position will be exposed to animal odors, animal wastes, chemical cleaning agents, and airborne particles

Employee Print Name

Employee Signature

Date