



Job Title: Community Resource Manager

Reports to: Engagement Director

Exempt Status: Non-exempt

Purpose of the Job

To oversee the daily operations of the Community Resource (CR) team, ensuring the achievement of established goals while maintaining exceptional service standards, productivity, efficiency, and quality.

Core Responsibilities

- Train, develop, and manage the performance of staff on the CR team.
- Guide and motivate the CR team to achieve departmental and organizational goals.
- Ensure the CR team adheres to all policies and procedures.
- Oversee office equipment maintenance and supply inventory.
- Address complex or escalated inquiries, concerns, and situations with professionalism, empathy, and sound judgment.
- Identify processes, strategies, and action plans to improve operational efficiency.
- Develop and maintain a thorough understanding of the organization and organizational operations to provide information about the shelter, animals, processes, programs, events, and other services.
- Support donor engagement and express appreciation with phone calls, emails, letters, photos, tours, and other efforts.
- Greet and assist all visitors in a professional, friendly manner.
- Answer and direct phone calls; respond to voicemails, direct messages, and emails in a timely fashion.
- Process adoptions, applications, donations, and other transactions using shelter software.
- Assist with record keeping, documentation, filing, data entry, appointment scheduling, and document preparation.
- Maintain a clean, tidy, and organized front desk, retail, and lobby area.
- All other duties as assigned.

Qualifications & Required Skills

- 18 years of age or older
- Valid Driver's License
- Strong communication, problem-solving, organizational, and interpersonal skills.
- Able to maneuver through complex situations effectively; demonstrate sensitivity in handling difficult and emotional situations; respectful to all people and personalities.
- Computer literate and ability to operate office equipment.
- Able to work set schedule, which will include weekends.
- Passion for animal welfare and the mission of the organization.
- Previous experience in a managerial or lead customer service role preferred.
- Capable of working in the below described environment.

Work Environment

The work is performed in a dynamic animal shelter environment that can be fast paced, emotionally demanding, and physically active. Employees may be exposed to a variety of wild and domestic animals, including those that are ill, injured, or behaviorally challenging. The role involves frequent interaction with the public and requires the ability to remain calm and compassionate in emotionally charged situations. Noise levels can be high, and there may be exposure to allergens, cleaning agents, and strong odors. The position may require standing for extended periods and light to moderate lifting.

Elmbrook Humane Society is an Equal Opportunity Employer.