



Adoption Counselor Job Description

JOB SUMMARY:

The Adoption Counselor's position is to greet and assist shelter visitors, volunteers and potential adopters and to help with office duties and the answering of phones. Adoption counselors assist management staff with the adoption process.

Supervisor: Shelter Manager

Reports to: Executive Director, Shelter Manager, Operations Manager

QUALIFICATIONS:

Should have a minimum of a high school diploma. Bachelor's degree and previous experience in animal-related or non-profit settings preferred.

Must work well with the public, including persons of varied racial, ethnic, cultural, socioeconomic backgrounds, sexual preference, and with individuals who are differently-abled.

Must demonstrate good verbal and written communication skills and have the ability to work well in a team.

Must have strong administrative skills, be highly organized, motivated and remain flexible under pressure. Attention to detail and ability to organize and set priorities a must.

Must be computer proficient, including working knowledge of Windows, Microsoft Office, and be able to learn new programs quickly.

DUTIES & RESPONSIBILITIES:

Client and Volunteer Care

- Greet and assist customers with impeccable customer service
- Communicate and listen with tact and empathy
- Provide information on ASWRV policies, values, mission, programs and events
- Facilitate impound procedures
- Direct all surrenders to management staff
- Work cooperatively with all volunteers and recognize the talent and commitment they bring to the ASWRV

Adoption Counseling

- Facilitate and implement the animal adoption process by matching potential adopters with the best possible new companion using the color matching system, under guidance of management staff
- Impart accurate information in regards to the animals to potential adopters
- Provide behavior information and training techniques to adopters
- Follow adoption guidelines in accordance with the ASWRV's policies and procedures
- Work effectively with adoption counseling team

Office Duties

- Assist with answering phones and animal database record keeping
- Assist with animal kennel cards and files
- Update classifieds, KECH report and Dog walk and Lost/Found
- Print and stock forms for wall slots
- Prepare adoption folders
- Enter adoption info for Science Diet
- Send thank you for adopting letters and other adoption follow-ups
- Order supplies for office and kennel
- Help with office cleaning
- Update monthly impound sheets
- Compile spay/neuter clinic statistics

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date