



Adoption Counselor Job Description

JOB SUMMARY:

The Adoption Counselor's position is to greet and assist shelter visitors, volunteers and potential adopters in addition to helping with office duties including the answering of phones. Adoption counselors work directly with the public and help interested individuals through the application, screening, and adoption process. The ideal candidate will be outgoing and have the ability to provide a positive experience for all Shelter visitors.

Supervisor: Programs Director

Reports to: Executive Director, Programs Director

QUALIFICATIONS:

Should have a minimum of a high school diploma. Two years in customer service, animal-related, and/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 (especially Word & Excel), and be able to learn new programs quickly.

Bi-lingual (English/Spanish) preferred, but not required.

DUTIES & RESPONSIBILITIES:

Client and Volunteer Care

- Greet and assist visitors 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

- Willingness and ability to learn about animal behavior, common challenges, and ways to deal with challenges in order to match adopters with animals and to keep animals in homes
- Impart accurate information in regards to the animals to potential adopters
- Provide behavior information and Shelter-approved training techniques to adopters
- Follow adoption guidelines in accordance with the ASWRV’s policies and procedures
- Work effectively with adoption counseling team

Office Duties (some shared with other ACs)

- 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 lists
- Print and stock office/administrative forms
- Prepare adoption folders
- Ensure compliance with Science Diet requirements for shelter food partnership
- Assist with adoption follow up process
- Order supplies for office and kennel
- Help with office cleaning
- Update monthly impound sheets
- Compile spay/neuter clinic statistics

HOURS, SALARY & BENEFITS:

Hours: Full-time position, ability to work weekends necessary, and some holidays (shared with other staff).

Wage Range: \$15-18/hour, depending on experience, proficiency/efficiency in job tasks, and ability to work cooperatively while fostering the mission of the organization.

The Animal Shelter of the Wood River Valley is an equal opportunity employer.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date