



Humane Society of Sonoma County Job Description

Job Title:	Adoption Counselor	Location:	Santa Rosa
Department:	Adoptions	Hours:	Variable
FLSA Classification:	PT non-exempt	Reports To:	Adoption Program Manager

SUMMARY

The Adoptions Counselor is charged with handling all functions at the front desk of the animal shelter including adoptions, both on and off-site, and for ensuring quality customer service for external and internal customers. Counselors facilitate appropriate adoptions by understanding the needs of animals in the adoption program and matching them with prospective adopters; this includes preparing animals for adoption, interacting with customers, screening potential adopters, explaining organization philosophies, policies and procedures, providing general information and preparing necessary paperwork.

In addition to adoptions, a large portion of their time is spent handling other front desk duties such as intake of stray animals, animal surrenders, transfers, assistance with lost pets, processing occasional cremation requests, promoting and processing training class registrations and gratefully accepting donations. The Adoption Department works closely with the Behavior and Training Department, Shelter Medicine, Foster Department and volunteers.

DUTIES AND RESPONSIBILITIES

- Ensure a culture of high quality customer service for both internal and external customers.
- Participate in animal surrender and adoption process, as well as stray intake from the public.
- Partner with and supervise volunteers assisting in the department.
- Provide information to the public on all services and programs of the Humane Society, articulating the organization's policies and philosophies in a positive manner.
- Remain educated and up-to-date on the animals available for adoption.
- Problem-solve and think creatively to provide a positive outcome for clients and the animals in our care. Diffuse conflict when necessary.
- Understand animal behavior and common issues in order to make good adoption matches.
- Monitor the health of adoptable animals reporting any medical or behavioral problems to the Adoptions Manager or Medical team.
- Treat all animals humanely at all times; display kindness, compassion and empathy for both people and animals.
- Embrace a culture of team work and cooperation.
- Photograph adoptions keeping record of positive adoption stories.
- Interview applicants, review adoption applications, and make decision to finalize or deny adoption. Communicate courteously when denying a request.
- Maintain efficient interdepartmental procedures and processes.
- Support outreach and offsite adoption events.
- Follow up on adoptions via phone after animal has been placed in a new home.
- Complete opening and closing procedures including running reports and balancing cash drawer.
- Provide advice to clients having problems with their pet with the goal of keeping the animal in the home.
- Assist individuals with lost and found pets, creating and checking reports frequently.
- Process animal cremation requests (may require handling of deceased animals).
- Assist with cleaning animal areas and equipment as needed.
- Occasional intake of wildlife.

- Communicate and partner with other community agencies.
- Other duties as assigned.

Supervision: This position reports directly to the Adoption Program Manager with secondary reporting to the Shelter Manager. This position may supervise volunteers as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Customer service principles which establish a positive customer experience.
- Animal behavior and common medical conditions.
- Shelter management system (Shelter Buddy) or other data management system experience.
- MS Office Suite (Word, Excel, Powerpoint).
- Basic photography using a smart phone or point and shoot camera.

Skills:

- Strong interpersonal skills; ability to be personable, outgoing, patient, professional and compassionate under pressure.
- Ability to participate and collaborate in a team environment.
- Excellent verbal and written communication skills.
- Accurate typing, data entry and computer skills.
- Logic and reasoning to evaluate alternative solutions, conclusions or approaches to problems.
- Good attention to detail.
- Math acumen and an ability to balance daily income and expense data.
- A love of both animals and people and willingness to accommodate animals in the workplace.

Ability to:

- Remain pleasant and calm under stressful situations.
- To gather information, ask appropriate questions along with the ability to feel and show empathy for others.
- Manage multiple tasks, people and situations simultaneously.
- Work with animals of unknown disposition and those who may exhibit medical or other problems, as well as aggressive behavior.
- Resolve conflicts and work with minimal supervision.
- Work in a fast paced and changing environment.
- Transport animals as needed.

QUALIFICATIONS

- Two years' customer service related work.
- High School diploma or equivalent.
- Experience either as an employee or volunteer in an animal shelter.
- Ability to speak Spanish a plus.
- Willingness to work a flexible schedule including some weekend days.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to walk and/or stand throughout a normal workday.
- Must be able to interact with animals including handling and showing.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- While performing the duties of this job, the employee is regularly required to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

- Must be able to hear and communicate amidst moderate noise levels (such as barking dogs, ringing phones, people talking).
- Allergic conditions, which would be aggravated when handling or working with animals may result in disqualification.

Work environment: The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases.

NOTES

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date