



JOB DESCRIPTION ADOPTION COUNSELOR

REPORTS TO: Adoptions Manager

ROLE:

The primary focus of the Adoption Counselor is to promote and perform animal adoptions and to provide exceptional customer service to the public. The Adoption Counselor will also provide support for the cleaning, care, and maintenance of animals and the adoption floor.

RESPONSIBILITIES:

The Adoption Counselor is responsible for the daily activities related to the adoption of animals, customer service, support for sanitation, care, and maintenance of animals on the adoption floor. Duties include but are not limited to:

CUSTOMER SERVICE

- Provide excellent customer service and exercise friendly, engaging, and helpful interaction with the public, always projecting a positive attitude and image at PAWS Humane.
- Provide guidance and assistance for the public, including, adopters, visitors, volunteers, community service workers.
- Assist reception with answering the direct telephone line during regular business hours.
- Respond timely to phone messages and emails for the Adoption Department.
- Receive and store donations delivered to the front desk.
- Ensure that public restrooms are clean and stocked throughout the day. Spot clean lobby area for spills or garbage throughout the day.

ADOPTIONS

- Ensure that at least one Adoption Counselor is present on the adoption floor at all times. Ideally, one counselor should focus on the cat floor, and the other on the dog floor.
- Coordinate tasks with other Adoption Counselors to ensure that adoption floor work is completed and coverage is provided for the public and adoptions.
- Promote and perform animal adoptions.
- Make follow up calls to adopters to ensure adoption is going well. Offer interventions as indicated.
- Have a thorough knowledge of all animals available for adoption.
- Have a thorough knowledge of all files for animals available for adoption.
- Maintain current, accurate information for animals on PetPoint.
- Collaborate and write animal bios and ensure kennel cards are current and displayed properly.
- Attend/participate in training and staff meetings as requested.

- Take photographs and videos of animals for bios and publicity, including posting on PetPoint, Facebook, and PAWS website.
- Collaborate to generate publicity for animals on Facebook, PAWS website, onsite, offsite, at events, and other promotional means.
- Write thank you notes to adopters after adoptions.

SUPPORT for CLEANING AND ANIMAL CARE

- After the morning cleaning process has been completed by the Animal Care Technicians on duty, the Adoption Counselor will perform ongoing cleaning, maintenance, and animal care on the adoption floor through end of day.
- Provide adoption animals with exercise in designated areas.
- Provide animals with enrichment and socialization.
- Monitor and stock supplies.
- Be attentive to medical and behavioral issues of animals and promptly report any concerns identified.

MISCELLANEOUS

- Balance cash register at end of day.
- Possess a clear understanding and adhere to standard operating procedures and the policies and procedures of the Adoption Department and PAWS Humane.
- Be punctual for scheduled shifts, and maintain a neat, well groomed appearance.
- Must work efficiently, with attention to detail, and demonstrate initiative, motivation, creativity, and enthusiasm for the position and PAWS Humane.
- Follow the directives of the Leader on Duty and Adoptions Manager and perform duties responsibly.

QUALIFICATIONS:

- Prior experience working with animals and animal welfare is preferred.
- Must have a valid driver's license and reliable transportation.
- Must be able to perform fast-paced, physically strenuous labor.
- Must be able to lift a minimum of 50 pounds.

Print Name

Signature

Date