

adoption counselor

Spokane Humane Society

Position Description: Animal Adoption Counselor

Reports to: Shelter Manager

Supports: Shelter Manager

This job description is not a contract-management reserves the right to change its contents at any time. This organization is an “at-will” employer and is an equal opportunity employer. This organization complies with the guidelines set forth in the American with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, age, disability, sex or sexual preference.

Primary Job Purpose:

To be the initial greater to the general public who visit the Spokane Humane Society. Handle all aspects of animal adoption. The person in this position is responsible for staffing the animal shelter front office area; to answer the telephone and greet the public in a helpful and courteous manner; adoptions; provides guidance and technical support such as training part-time staff and volunteers; assists with adoptions and redemptions; handles complaints and difficult customers; assists staff in the care and feeding of animals and the cleaning and maintenance of shelter facilities.

Essential Duties

1. Sets up cash register with start up money in the morning. Runs financial reports at the end of the day verifying that money in cash register equals the gross amount from the transactions for the day, creates deposit, and puts all moneys in safe.
2. Staff the animal shelter front office area; answer the telephone and direct calls appropriately; greet the public in a helpful and courteous manner. Direct visitors to appropriate shelter areas and request staff assistance as required.
3. Assist adoptive families in the completion and submission of associated paperwork. Provides adoption packet and councils families on potential issues. Enters data into ShelterLuv and properly tracks pet disposition.
4. Capture stories or special moments with pictures including, but not limited to, adoptions, children donations, group donations, generous donations, and animals who come back to visit.
5. Ensures website listings of animals are accurate and appealing.
6. Keeps accurate records of the animals on hold for perspective adopters. Ensures that animals on medical holds receive treatment in a timely manner;
7. Follows up with adopters to check in, provide support, and inspire confidence in the adopters that SHS is a resource they can turn to if needed.
8. Accepts and creates receipts for donations. Adds to and maintains the in-kind log when customers are not in need of a receipt. Puts donations in appropriate area.
9. Maintains the food bank logs and helps customers requesting help from the food bank program.
10. Uses suggestive selling to increase retail revenues.
11. Provides customer service without compromising the care/safety of the animals. Handle disputes or complaints from the public and works effectively with irate, emotional, and demanding persons.
12. Informs the Shelter Manager and/or designee of any special conditions or problems in the shelter as they occur.

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13. Regularly participates in staff meetings to share ideas and suggestions and receive continuing education to improve the functioning of the shelter. Attend educational programs as required.

Marginal Duties:

1. Clean designated animals areas when instructed.
2. Provides guidance, technical support, trains and directs part-time staff, work study employees, community service workers, and shelter volunteers.
3. Assist customers with getting dogs out for a walk or putting them back. Assist customers in identifying cats and helping load them up to go home.
4. Answer phones and provide support for Clinic and Intake office.
5. Maintains Private Cremation book by notifying owners when ashes are ready.
6. Initiates paperwork for Lost/Found pet calls and e-mails; provides referrals to partner agencies. Maintains Lost/Found binders.
7. Keeps retail area cleanly, stocked, and functional. Reports missing, stolen, and given away retail items to accounting. Assists with inventory and ordering of retail supplies.
8. May oversee and/or perform shelter tours or presentations to schools/groups.

Secondary Duties:

1. Groom, exercise and socialize animals as needed or as time allows.
2. Sweeps, mops, scrubs floors, dusts, polishes furniture, and cleans woodwork, toilets, washrooms and fixtures.
3. Reports damages to structure or equipment that will require skilled assistance to repair to Shelter Manager.
4. Seasonal outside duties i.e.: snow removal as needed
5. Ensures building is secured at end of working day. Document unusual happenings. Maintains communication with Shelter Supervisor.

This is a representative sample--not to imply a complete listing of responsibilities and tasks.

Qualifications and Position Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. High school graduate or have a GED with a basic knowledge of computer, telephone operations and office skills; or an equivalent combination of experience, education, and training that would provide the level of knowledge and ability required for the position. Must have strong communication skills with the ability to communicate effectively with public, using tact and discretion, in responding to questions, comments and complaints from citizens in a calm, professional manner; use a high degree of sound judgment. Ability to follow written and verbal instructions, and to write clear and accurate reports; complete retail transactions, perform accurate, mathematical calculations and balance daily cash register. Ability to work within established guidelines with little direct supervision. Ability to use personal computer (IBM compatible), adding machine or calculator, copy machine, telephone, miscellaneous office equipment, janitorial and cleaning equipment. While performing the duties of this job, the employee is regularly required to walk; stand; stoop; and sit at a desk or table, enter data into a computer, and perform normal office duties such as filing. This person must also have the ability to physically control animals resisting detention, be physically fit, and be able to exert or lift at least 50 pounds or more without limitations. Most work is typically performed in an indoor environment sitting at a desk and/or caring for shelter animals.