



## **Pet Adoptions Counselor - GPSPCA**

### **Job Description**

**Class: Non - Exempt**

**Revised: June 2019**

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**Reports To: Adoptions Manager**

**Hours/Schedule: Full-time position working Wednesday through Sunday**

#### **POSITION OVERVIEW:**

**The role of the Pet Adoptions Counselor is to facilitate the adoption process in accordance with all policies and procedures of Great Plains SPCA to find the best forever home for our shelter animals; handle animal product sales in our retail store; document adoption activities.**

#### **Responsibilities and Duties:**

- Deliver quality customer service by assisting clients to identify appropriate pets by facilitating introductions to appropriate animals, pet-to-pet meetings and disseminating appropriate information. This also includes but is not limited to preparing adoption paperwork and follow-up communications.
- Demonstrate good judgment, critical thinking and opportunities to educate, approve or deny adoptions.
- Maintain critical knowledge of and communicate all standard shelter medical procedures, vaccines, preventatives, behavior and training of both dogs and cats.
- Understand and educate adopters on our retail products and why/how they are helpful in adjusting a new dog or cat to their forever home.
- Work with staff and volunteers to provide animals and visitors with a safe, clean and pleasant experience.
- Monitor health of animals to rapidly identify any health issues and report to Veterinary Staff or supervisor.
- Provide compassionate and professional customer service to people who visit or call Great Plains SPCA as well as resolving problems and addressing any client dissatisfaction.
- Utilize shelter management software for necessary information, enter information and update files as required to help place our animals.
- Work as a team member with caregivers, behavior specialists, intake and management on a regular basis to learn the specific details about each animal to make the right match for a forever home.
- Demonstrate initiative and problem-solving skills
- Effectively communicate and work well with others
- Display strong organizational skills and follow through on job assignments
- Provide a compassionate and humane environment by demonstrating empathy and professionalism.

#### **SPECIFIC SKILLS:**

- The ideal person for this job would be a sales-oriented team player, positive, personable, upbeat, and energetic; a problem-solver who takes initiative and uses tact and diplomacy.
- Strong discretion and understanding to handle and safeguard sensitive information and confidential situations.

- Must be a resourceful, roll-up-the-sleeves worker to independently and enthusiastically seek answers and demonstrate flexibility and persistence until goals are achieved.
- Experience in safely handling dogs and cats of all sizes, ages, and temperaments.
- Knowledge of animal behavior and training extremely helpful to provide options to customers.
- Ability to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Known for remaining calm in difficult situations
- Ability to professionally advocate Great Plains SPCA's mission.
- Ensure that all adoptions areas are clean, organized and presentable to public.
- Assist with cleaning and care of animals, as needed.
- Compassion and empathy for animal and human clients

**EDUCATION/EXPERIENCE:**

- Retail sales experience preferred.
- Animal-related background preferred.
- Comfort in database entry and using Microsoft Office or web-based programs.
- High school diploma or equivalent education or experience.

**PHYSICAL REQUIREMENTS:**

- Handle and restrain animals weighing up to 100lbs
- Lift 50lbs to waist height
- Frequent standing, walking, bending, lifting, stooping, carrying, and reaching

**ADDITIONAL REQUIREMENTS:**

- Schedule – Wednesday - Sunday
- Possess a valid driver's license
- On call support as needed

**AT WILL EMPLOYMENT:** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Great Plains SPCA that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Great Plains SPCA at any time without cause. Great Plains SPCA is an equal opportunity employer. We do not discriminate against any employee or applicant because of race, color, sex, religion, age, national origin, disability, or any other basis protected by applicable federal, state, or local law. We assure you that your opportunity for employment with Great Plains SPCA depends solely on your qualifications.

**NOTE:** This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.