

## JOB DESCRIPTION

**Job Title:** Adoption Counselor **Last Updated:** 7/9/16

**Reports to:** Adoptions and Volunteer Manager **Position Pay:** \$9.00

**Scope of Position:** The front line of our shelter. This position conducts excellent adoptions, deals compassionately with lost and found pets and provides excellent customer service at every opportunity. Responsible for providing counseling and education for the general public regarding HSSW policies and animal welfare issues. Responsible for coordinating adoptions and all necessary computer records and paperwork. Responsible for greeting and directing visitors, data processing, answering phones, filing, making copies and taking messages. Responsible for interacting, guiding and training volunteers. Responsible for handling intakes and all computer records and necessary paperwork. This is a full-time or part-time position.

### **Duties and Responsibilities:**

#### **A. Communication with the Public**

1. Comply with all HSSW policies, procedures, and protocols.
2. Introduce potential adopters to animals, complete adoption applications, and conduct adoption counseling.
3. Field general inquiries from public, always maintaining a calm, courteous and helpful manner.
4. Assist the public with questions about behavioral concerns, either at the shelter or by phone.
5. Assist with recruiting, retaining, and training volunteers.
6. Sell additional merchandise including leashes, collars, pet tags, ID chips, harnesses, etc and meet monthly sales goals.
7. Cash handling as required.
8. Assist with opening duties and closing duties.
9. Observe HSSW dress code.
10. Other duties as required.

#### **B. Internal Communications**

1. Advise appropriate shelter staff about animal medical or behavioral concerns.
2. Monitor inventory of supplies and notify appropriate personnel when supplies are needed.
3. Enter all information into the computer as necessary. Keep all paperwork and addendums updated and accurate including treatment records.
4. Answer questions from other staff and volunteers in a calm and courteous manner.
5. Communicate effectively and completely on all documentation, including date, time, and initials for every note or memo written.
6. Interacting and talking with volunteers to make them feel welcome.
7. Other duties as assigned.

#### **C. Administrative**

1. Compile and maintain accurate files on all animals in computer and on paper.
2. Answer phones promptly and professionally, routing calls to the appropriate personnel and providing general information to the public.
3. Compile and maintain proper documentation on all paperwork including adoptions, surrenders, found strays, and redemptions.
4. Enter and retrieve information on computer.
5. Ensure holds placed on animals are completed accurately and followed up on in a timely manner.
6. Maintain up to date knowledge of pets on lost and found reports.
7. Check daily for follow-ups on any pending issues.
8. Other duties as assigned.

**E. General Duties**

1. Assist in walking of dogs when not busy with other tasks. Adoptions Counselors along with Medical Staff are to all walk dogs at the end of the day prior to closing.
2. Ensure the cleanliness and organization of assigned work area including daily removal of trash and clutter and restocking of supplies.
3. Maintain inside and outside of building in a clean and orderly manner.
4. Repair or report any broken or damaged equipment in a timely manner.
5. Responsible to assist with laundry, dishes, carrier cleaning.
6. Restock all work areas.
7. Handle animals in a safe and humane manner.
8. Promote the mental health of the animals by providing enrichment to include utilizing exercise areas/walks, activities, and human companionship.
9. Participate in behavior shaping/training of animals to enhance their adoptability.
10. Other duties as assigned.

**Qualifications:**

1. High school or equivalent education with advanced training or experience preferred.
2. Excellent customer service skills required.
3. Acquire and possess a thorough understanding of - and dedication to - the philosophies of animal welfare.
4. Basic knowledge and ability to understand aspects of disease and the causes and treatment of animal-related problems.
5. Knowledge of animal behavioral issues and ability to communicate with citizens calling us for advice.
6. Critical evaluation and observation skills.
7. Good public relations and communications skills.
8. Valid driver's license and a good driving record.
9. Must be able to lift and carry 50 pounds safely.
10. Must be able to perform repetitive tasks.
11. Understand and support the values, philosophies, and policies of the Humane Society of Southern Wisconsin.

I have read, understand, and accept this job description and understand it will serve as the guide for my professional development. I further understand that HSSW has the unilateral discretion to modify this job description at any time.

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Signature

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Date