



## JOB DESCRIPTION

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**Job Title:** Adoptions Counselor

**Revised:** 5/17/2021

**Reports to:** Adoptions Supervisor

**Approval Date:** 5/17/2021

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**Purpose:** The Adoptions Counselor serves as the frontline of the Humane Society of Southern Wisconsin (HSSW). They perform excellent adoptions, deals compassionately with lost and found pets and provides excellent customer service at every opportunity. They are 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, and making copies. This is a full or part-time position.

### **Essential Duties and Responsibilities**

#### **Communication with the Public**

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

#### **Internal Communications**

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

**Administrative**

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

**General Duties**

- Ensure the cleanliness and organization of assigned work area including daily removal of trash and clutter and restocking of supplies.
- Maintain inside and outside of building in a clean and orderly manner.
- Repair or report any broken or damaged equipment in a timely manner.
- Responsible to assist with laundry, dishes, carrier cleaning.
- Restock all work areas.
- Handle animals in a safe and humane manner.
- Promote the mental health of the animals by providing enrichment to include utilizing exercise areas/walks, activities, and human companionship.
- Participate in behavior shaping/training of animals to enhance their adoptability.
- Assist in walking of dogs when needed/short staffed.

**Qualifications**

- Excellent customer service skills required.
- Acquire and possess a thorough understanding of - and dedication to - the philosophies of animal welfare.
- Basic knowledge and ability to understand aspects of disease and the causes and treatment of animal-related problems.
- Critical evaluation and observation skills.
- Good public relations and communications skills.
- Valid driver's license and a good driving record.
- Must be able to lift and carry 50 pounds safely.
- Must be able to perform repetitive tasks.
- Understand and support the values, philosophies, and policies of the Humane Society of Southern Wisconsin.

**Minimum Required Education and Experience**

- High school or equivalent education with advanced training or experience preferred.

**Computer Skills**

To perform this job successfully, an individual must have experience in the use of Office tools (Word, Excel & Outlook) and possess the ability to learn new software applicable to shelter management as warranted.

**Work Environment**

Must be able to work in an environment where animals are consistently present. Must be willing to work irregular hours, weekends and holidays as needed. Ability to attend evening meetings and after-hours events as necessary. Able to deal with public hostility that at times can be stressful. Must be able to tolerate loud working conditions.

**Disclaimer**

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by management as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as, and do not create, employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

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Employee Signature

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Date