



## Job Description

**JOB TITLE: Adoption Counselor**

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Apply for this opening by clicking here: [Job Application Link](#)

**FLSA:** Non-Exempt (hourly)

**REPORTS TO:** Adoption Supervisor

**SUPERVISES:** None

### Position Summary:

Provides an exceptional customer service experience for all patrons of The Animal Foundation (TAF). Assists in finding quality, caring homes for adoption animals based upon information obtained through discussion and interview of potential adopters. This position will require rotation between main campus, the Petsmart Charities Everyday Adoption Center, offsite events and other offsite adoption centers that exist, as required.

### Essential Duties and Responsibilities:

- Assists in the day-to-day operation of the Adoption Department. Includes answering the telephones, inputting animal data into computer and such other clerical duties as may be assigned.
- Maintains adoption areas in a clean, neat and orderly fashion at all times.
- Meets and greets visitors and/or customers in a courteous and professional manner.
- Directs and accompanies prospective adopters to all areas.
- Interviews prospective adopters to match the appropriate animal to the adopter(s) and educates them on proper care of that species in general.
- Process adoptions in the Chameleon system.
- Explains animal return and refund policy while processing each adoption.
- Maintains all adoption records and paperwork in neat orderly fashion.
- Moves adopted unaltered animals to the clinic.
- Collects adoptions fees, issues receipts for the collection of fees and maintains records of adoption sales transactions.
- Informs customers of medical treatment the animals have received: i.e., shots, deworming, spay or neuter surgery, etc. and educates them on necessary future veterinary care.
- Describes the foundation's policy on microchipping, vaccinations, spay and neuter, and the local government spay and neuter law.
- Maintains a professional appearance at all times.
- Composes correspondence and other documents; performs clerical duties to support the operations of the department(s).
- Provides information and assistance to internal and external customers as required.
- Contributes to the efficiency and effectiveness of the department's service to its customers by offering suggestions and participating as an active team member.
- Prepares food and feeds animals regularly. Assures animals have water at all times.
- Properly cleans and disinfects all kennels and adoption areas throughout the hours of operation in adoption centers when no animal care attendants are on duty.
- Provides constant monitoring and basic medical care as directed by a veterinary care professional or management.
- Insures that all necessary forms, rabies and license tags, brochures and information packets are



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available and in adequate supply.

- Perform Kong retrieval from bungalow kennels.
- Assist with Dogs Playing For Life Program. Duties include but are not limited to, retrieval of dogs from kennels to play areas and back as well as monitoring dog interactions from outside and inside the play yards.
- Other duties as assigned.

### **Education and Experience Requirements:**

- Equivalent to a High School diploma.
- One (1) year of demonstrated customer service experience.

### **License & Certification Requirements:**

Some positions may require incumbent to be at least 21 years of age, and possess and maintain a valid Class C Nevada Driver License. For these positions, incumbents under age 25 must possess and maintain a clean driving record, and be licensed for at least three years prior. Those over age 25 must possess and maintain a safe driving record that will allow for acceptable insurance risk to the Foundation.

### **Required Knowledge and Skills:**

Knowledge of:

- Principles and practices of customer service.
- Basic interviewing techniques.
- Standard office administrative practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- Basic knowledge of animal health, nutrition, and humane care.
- Basic knowledge of animal breeds and characteristics.
- Techniques for dealing effectively with co-workers and the public, in person and over the telephone.
- Correct business English, including spelling, grammar and punctuation. Certain positions may require proficiency in understanding and speaking Spanish, as well as English.

Skill in:

- Gathering and compiling information; preparing accurate reports and summaries.
- Dealing tactfully and effectively with staff, volunteers and the general public.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Preparing clear and concise reports, correspondence, instructions and other written materials.
- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.



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### **Working Conditions and Physical Effort:**

Physical ability and mobility to walk, reach with hands and arms, climb or balance, stoop, kneel, crouch and crawl. Strength to lift and/or move materials weighing up to 25 pounds frequently, 50 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is continuously exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites and frequently work outdoors for extended periods of time while exposed to cold and extremely hot temperatures.

All TAF employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

***This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.***