



Job Description

TITLE: Animal Admissions Counselor

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

FLSA: Non-Exempt (hourly)

REVISED: August 10, 2016

REPORTS TO: Animal Admissions Supervisor

SUPERVISES: None

Position Summary:

Responsible for providing general assistance to customers and animal control officers dropping off animals to the shelter's care.

Essential Duties and Responsibilities:

- Meets and greets customers, including animal control officers, in a courteous and professional manner as they enter and use the facility; answers customers' questions and provides accurate information on The Animal Foundation policy and procedures.
- Maintains individual bank for transactions.
- Receives owner surrendered and stray animals and charges appropriate fees.
- Obtains information and history on each owner surrendered animal.
- Directs owners of lost animals into appropriate areas of building and references notebooks and fliers in lobby area.
- Processes return to owner transactions; sets up a microchip, if needed, and assures vaccinations are up to date; issues licenses and rabies vaccination certificates/tags if absent; assures animals are spayed or neutered or authorized by the applicable Animal Control department to remain intact.
- Handles adoption returns and issues exchange certificates and requests for refunds. Notifies adoptions staff.
- Handles euthanasia and disposal requests.
- Enters accurate and complete information on each transaction into Chameleon system, and issues receipts, refunds, credits or change due to customers.
- Receives payments by cash, check, credit or debit card; prepares accurate reconciliation of day's financial transactions at end of shift.
- Ensures that the lobby area is neat and clean.
- Ensures that all necessary forms and supplies are available and in adequate supply; ensures that all brochures and information packets are displayed and that there is an adequate supply.
- Receives incoming telephone calls to department to which assigned; checks voice mail messages throughout day and makes follow-up calls.
- Dresses appropriately and professionally to project a positive image to the public.
- Ensures that all animals are properly tagged with animal identification numbers issued through the Chameleon software system; takes photo for every animal upon arrival and ensures the photo is uploaded to Chameleon; performs Parvo test, verification of death, or vaccinates the animal, as applicable.
- Cleans all admitting kennels in compliance with proper cleaning protocols.
- Moves animals from admitting to their proper holding kennels.
- Directs, and whenever possible, accompanies customers to the admitting kennels.
- Creates a door card on each animal housed in the admitting kennels.



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- Interviews individuals who have lost their animal to ensure the right animal is going home with the proper owner.
- Assist in the weekly and monthly inventory for all animals housed in the admitting kennels.
- Triage sick, injured, and contagious animals; conduct vet checks, and behavior alerts.
- Composes correspondence and other documents; performs clerical duties to support the operations of Receiving.
- Provides information and assistance to internal and external customers as required.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Other duties as assigned.

Education and Experience Requirements:

Equivalent to a High School diploma AND one year of experience providing customer service, including responding to telephone calls, OR an equivalent combination of education, training, and experience that provides the necessary knowledge, skills and abilities.

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.
- Standard office administrative practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- MS Word, MS Excel, Google Chrome, Chameleon, Google Apps, and other basic computer related skills.
- Animal health, nutrition, and humane care.
- 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.



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- 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.

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 occasional work outdoors for extended periods of time while exposed to cold and extremely hot temperatures.

All 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.

I have read and understand the above to be a general description of the duties, physical demands and occupational exposures of the position for which I am being hired.