

## **Humane Animal Rescue JOB DESCRIPTION**

**Title:** Admissions Counselor  
**Department:** Admissions & Relocations  
**Reports to** Associate Director of Admissions & Relocations  
**FLSA Status:** Nonexempt/Full Time  
**Date Revised:** 4/25/2018

### **SUMMARY**

At Humane Animal Rescue, we strive to provide high-quality information, referral, resources, and intake services to good Samaritans and pet owners coming for assistance. As an organization, we are working to reduce shelter intake and length of stay in the shelter through the provision of helpful, supportive, non-judgmental, proactive services that reunite lost pets with owners, give owners tools to be able to keep their pets, and partner with the people of our community in innovative ways to make life better for people and pets.

### **PRINCIPAL RESPONSIBILITIES**

- Assist with inbound/outbound transfers of pets from/to other HAR locations, rescue groups or shelter facilities.
- Assist customers inquiring about pet surrender with empathy and compassion, not judgment, and partner with them to find the best solution for their specific situation.
- Admission of canines, felines, and other small pets into Humane Animal Rescue based on the goals, resources, and policies of the organization.
- Conduct behavior evaluations during the scheduled admissions appointment and discuss outcome with the surrendering person.
- Ensure the integrity, accuracy, and completeness of the animal file after the intake process.
- Answer phones and e-mails in a timely manner with helpful and clear information. Schedule admission appointments.
- Maintain awareness of available cage space and work within set guidelines to ensure intake does not exceed humane capacity for care.
- Coordinate with other departments within the organization to transport animals or equipment to other approved locations (ex. Specialty veterinary appointments, offsite stores, etc.)
- Assist in maintaining transfer vehicle by performing regular maintenance and cleaning; re-stock vehicle as needed.
- For every found pet brought to the shelter, think “lost,” not “stray” and practice proactive pet recovery methods to reconnect people and lost pets. Reunite lost pets with owners by tracking down, following through on, and documenting all leads available.
- Maintain database for TNR (Project Nala) for feral cats.
- Provides accurate information and friendly professional service to the public and to co-workers in a positive, courteous, truthful, and tactful manner.
- Ensure that all animal admissions areas are maintained in a clean, sanitary, and comfortable manner.
- Other duties as assigned.

### **QUALIFICATIONS**

- Passion for animals and animal welfare.
- Some previous animal handling experience required.
- Must have valid PA driver’s license with acceptable driving record.
- Strong attention to detail.
- The ability to make rational decisions and be professional in an emotional environment/situation.
- Strong communication and interpersonal skills; ability and desire to interface with the public, volunteers, and key organizational partners.
- Ability to rationalize when faced with emotional decisions.
- Ability to stay focused on the priorities of the job; strong time management skills with the ability to handle numerous responsibilities at once and work well under pressure.
- Must be able to work standing or sitting for 8 hours.
- Must be able to lift 70 lbs.
- Weekend and evenings are required
- Ability to work and think independently; proven organization skills with attention to detail.
- Ability to work in a dynamic, fast-paced environment.

- Basic understanding of and passion for animal welfare.
- Experience with Microsoft Office and web browsers.

**Work Environment:**

When handling animals, there is a potential for animal bites, exposure to zoonotic diseases, animal dander and noise. Potential for working with angry or irate customers. The employee will primarily be working in the shelter environment. The noise level in the work environment is usually moderate.

**Physical Demands:**

While performing the duties of this job, the employee is required to bend, stand, stoop, walk, sit, talk, listen, hear; use hands to finger, manipulate, handle, or feel; and reach with hands and arms. This role routinely requires handling of animals in varying degrees of behavior and requires keen observational skills, as well as dexterity with a leash and other training equipment used with both cats and dogs. The employee must be able to lift and/or move up to 70 pounds. The employee is frequently required to lift or handle animals, carriers, and other equipment. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**Travel:**

- Travel between North Shore and East End locations is required.
- Travel transporting animals around the Pittsburgh region is required. Company vehicle is provided for transporting animals.

**Required Education and Experience:**

- Associates Degree or higher education preferred.
- Degree in animal or social work/psychology area helpful.
- At least 2 years work experience with animals.

ACKNOWLEDGMENT OF RECEIPT:

DATE:

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