

## **HUMANE ANIMAL RESCUE JOB DESCRIPTION**

Title: Adoption Counselor  
Department: Adoptions  
Reports to: Adoptions Manager  
FLSA: Non-Exempt  
Date Revised: 8/11/2017

### **PRINCIPAL ACCOUNTABILITIES**

- Uphold the mission of Humane Animal Rescue throughout all responsibilities of the position.
- Understand and support the Open Door Philosophy of Humane Animal Rescue.
- Assist customers with the selection of adoptable cats and dogs or other animals in the care of Humane Animal Rescue, providing customers with background information (when known), advice and counseling on breed and species selection and basic information and referral for common pet care questions.
- Assist with the final adoption process, ensuring adopters have completed an application and meet HAR's guidelines for a good home.
- Assist customers over the telephone with questions specifically related to adoptions, but also be able to answer general questions regarding the basic services provided by HAR or refer callers to the appropriate departments.
- Assist all customers, whether over the telephone, in person or via electronic means in a professional, courteous, and efficient manner.
- Maintain positive relationships with co-workers, managers, directors, clients, and stakeholders.
- Become familiar with all animals in the shelter so that accurate information regarding the animals (including but not limited to: history, behavior concerns, placement recommendations, health issues, etc.) can be accurately passed on to potential new owners.
- Work cooperatively with all employees who are involved in off-site adoption locations, as well as the Volunteer Manager.
- Report any observed medical problems to the Medical Department, via the animal's electronic record.
- Ensure that the cash register is opened and closed daily and that all monetary transactions are handled according to existing policies and procedures.
- Work closely with the Marketing/Events staff to ensure that off-site adoptions at events run smoothly. This includes (but is not limited to) identifying potential candidates for off-site adoption events, assisting with setup and breakdown of events, transporting animals and equipment to and from events, and facilitating adoptions at events by reviewing the adoption process with potential adopters, finalizing paperwork, and taking adoption donations.
- Provide backup support to the volunteer dog walkers by walking dogs in accordance with the Open Paw Program.
- Perform other duties as assigned by a supervisor.

### **QUALIFICATIONS**

- Must be able to work all shifts, including nights, weekends, and holidays.
- Basic computer/keyboarding skills.

- Must have reliable transportation.
- Must have excellent written and verbal communication skills.
- Must have excellent customer service skills.
- Must have good math and organizational skills.
- Must love animals and have a strong desire to care for them.
- Be able to handle the physical demands of the job to accomplish requirements of the job, which includes being able to lift 50 lbs.
- Be able to stand 4 to 6 hours.

ACKNOWLEDGMENT OF RECEIPT:

DATE:

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