

HUMANE ANIMAL RESCUE JOB DESCRIPTION

Title: Adoption Counselor/Animal Care Attendant
Department: Adoptions North
Reports to: Adoptions Manager North
FLSA: Non-Exempt
Date Revised: 1/10/2018

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.
- Clean all dog or cat cages (as assigned) according to procedures described in the Animal Care manual and as instructed by Animal Care Manager and Animal Care Assistant Manager.
- Implement tasks of Open Paw that include both dogs and cats and provides a better and healthier environment for the dogs and cats.
- Clean and maintain environment for rabbits, small animals and amphibians.
- Spot-clean cat and dog cages throughout the day ensuring that the cages remain as clean as possible.
- All animals are required to have fresh water at all times. Feeding schedules should be adhered to which includes special diets approved by the Veterinarian.
- Assist in moving dogs and cats to designated areas in the building.
- Assist in behavioral testing as requested.
- Report any observed medical problems to the Medical Department.
- Make sure food and litter bins are full. Unload and store inventory.
- Wash and sanitize dishes.
- Wash, dry, and fold laundry.
- 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.
- Desire to create a stress-free environment for the shelter animals through the ideas in the Open Paw Program.
- Must be physically capable of walking and handling animals of various sizes.

ACKNOWLEDGMENT OF RECEIPT:

DATE:
