

HUMANE ANIMAL RESCUE JOB DESCRIPTION

Title: Off-Site Adoption Counselor (Part-Time)
Reports to: Off-Site Adoption Manager
FLSA Status: 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.
- Maintain positive relationships with co-workers, managers, directors, clients, and stakeholders.
- Assist customers with the adoption of cats at our satellite locations, ensuring that they have completed an application and meet HAR's guidelines for a good home.
- Ensure that all paperwork for the adopted animal is accurate and follows agency policies and procedures for adopting a cat.
- Become familiar with all the cats at the satellite location so that accurate information regarding the animals can be given to potential owners.
- Assist all customers, whether it is over the phone or in person, in a professional and efficient manner.
- Carry out all policies regarding the handling of cats by the public.
- Work cooperatively with all employees who are involved in offsite adoptions, as well as all store employees.
- Maintain all the cat cages each shift. This includes cleaning the litter box and changing the newspaper every shift, as well as wiping down the inside of the cages when needed.
- Make sure all of the cats have fresh food and water at all times.
- Keep the work station and supply cart neat and stocked for the following shift.
- When possible, spend time with the cats grooming, playing, cuddling, etc.
- Report all accidents, behavioral problems, illnesses, etc. immediately to your supervisor.
- Perform other duties as requested by your supervisor.
- Arrange for coverage if unable to work scheduled shift.
- Responsible for reconciliation of adoption monies.
- Be available to work evenings, weekends, and holidays.

QUALIFICATIONS

- Must love animals and have a strong desire to care for them.
- Excellent customer service skills.
- Good organizational skills.
- Professional, courteous manner with customers and co-workers.
- Previous experience in working with cats helpful but not necessary.

- Ability to work evenings and weekends, typically 8 to 12 hours per week.
- Must be physically capable of carrying up to 50 lbs. at a time.
- Must be able to maintain a stationary position for 60% of the time.
- Must be physically capable of walking and handling animals of various sizes.
- Experience with basic computer skills, Microsoft word and Excel.
- Able to work evening and weekend shifts.
- Must have reliable transportation.