



Job title: Adoption Counsellor

Reports to: Director of Shelter Operations

FLSA Status: Hourly, Non-Exempt

Employment Status: Part-time / Full-time regular

Oversees/Manages: N/A

Summary of Responsibilities

The Adoption Counsellor is a key member of the operations team, and part of a talented and dynamic team of Adoption Counselors, Animal Care Associates, and Community Relations Associates. Adoption Counsellors are responsible for guiding potential adopters through all steps of the adoption process, conducting adoption follow-up calls and maintaining clean, safe adoption areas.

Essential Duties

- Provide high quality customer service
- Maintains up-to-date knowledge of available animal inventory and breed characteristics, directing customers toward pets that match their lifestyle
- Introduces pets to potential adopters and to other animals in the household, as appropriate
- Determines suitability of match between potential adopter and pet based on lifestyle and the needs of the pet
- Follows safe handling practices at all times
- Communicates policies and procedures to the public, working to resolve issues as they arise
- Makes recommendations of MHHS retail items that will help individual pets succeed in their new homes
- Provides support for new adopters by conducting adoption follow-up phone calls and responding to emails
- Efficiently uses Animal Management Software
- Feeds, grooms, exercises, socializes, and trains the animals in our care
- Provides ongoing behavioral and medical feedback to the Director of Behavior and Enrichment and the Animal Logistics Manger
- Organizes and stocks adoption floors daily to ensure continued productivity
- Maintains cleanliness and safety of the adoption floors according to MHHS' protocols
- Ensures that all animals on the adoption floors have appropriate signage
- Remains flexible in times of change
- Works well as part of a team, asking for and providing help freely
- Learns basic duties of other departments and support other departments and staff
- Other duties as assigned



Qualifications

- High school diploma /GED or two years of consistent work experience
- One year of dog and/or cat handling experience in a professional environment
- Strong computer skills, including knowledge of the MS Office Suite or equivalent
- Excellent interpersonal skills
- Valid NYS driver's license or government ID
- No medical restrictions to animal contact
- Ability to handle animals of all temperaments, including those who are aggressive and/or ill

Physical Requirements

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This position is regularly required to use hands and fingers, talk and hear.
- The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch.
- The position holder must be able to regularly lift and/or move up to 40lbs.
- Specific vision abilities for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions

- The hours for this position are normally 10 am – 6:30 pm, five days per week.
- Evenings and holidays may sometimes be required.
- Work will take place in a variety of environments including medical offices, administrative offices, operational areas, and offsite, including outdoors.
- The noise level in the work environment is usually moderate, and hearing protection is available where noise exceeds acceptable levels.
- While performing the duties of this job, the position will be exposed to animal odors, animal wastes, chemical cleaning agents, and airborne particles

Employee Signature: _____

Print Name: _____

Today's Date: _____