

THE LAURIE P. ANDREWS PAWS CENTER JOB DESCRIPTION

Position: Adoption Specialist

Classification: Full time, Non-exempt

Accountability: Adoption Manager

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Function:

Utilize heavy sales and customer service skills to place pets in quality, caring homes, based on information obtained through careful interview of potential adopters and intimate knowledge of pets available for placement. Provide superior service to all customers by consistently delivering a remarkable PAWS experience for every guest, animal or caller. Perform data entry and maintain all adoption records. Handle customer, volunteer or staff issues and escalate as needed in a calm and professional manner.

Essential Duties and Responsibilities:

- Facilitates the placement of pets into qualified homes.
- Walk all kennel areas daily to develop intimate familiarity with pets on hand and improve ability to match pets to adoptive families.
- Helps in the day-to-day operation of the adoption office area. This includes answering the telephones, maintaining records and files as required, entering animal data into computer and such other clerical duties as may be assigned from time to time.
- Meets and greets visitors and/or customers in a courteous and professional manner.
- Receives payments by cash, check, credit or debit card or voucher.
- Prepares accurate reconciliation of day's financial transactions at end of shift.
- Directs and accompanies prospective adopters to all areas of adoptions.
- Interviews prospective adopters and probes for key information, which can be used to match the appropriate animal to the person wanting to adopt.
- Explains refund policy in the event a pet is returned for any reason.
- Explains adoption contract to adopter in a clear and precise manner.
- Maintains all adoption applications in neat orderly fashion.
- Collects adoptions fees, issues receipts for the collection of fees and maintains adequate record of income.
- Maintains work area in a neat and orderly fashion at all times.
- Ensures all animals in the adoption area have a current picture to go with their file.
- Inform customers of medical treatment the animals have received at the Center.
- Explains the spay-neuter policy of The Palm Valley Animal center and schedules adopted animals for surgery.
- Cleans adoption areas & kennels as necessary.
- Address any customer, volunteer or staff issues and escalate as needed.
- Any other duties that the Director of Operations may assign.

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Qualifications & Physical Demands:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong sales skills and ability to perform in sales environment.
- Strong organizational skills, human relations, and communication skills.
- Ability to deal tactfully and effectively with staff, volunteers, and the general public.
- Ability to work independent of supervision and meet deadlines.
- Basic knowledge of animal breeds and characteristics. Basic knowledge of animal health, nutrition, and humane care.
- Ability to lift 50 lbs.
- Must be able to stand for long periods of time.
- Have the ability to communicate the English language effectively in oral and written form.

Work Hours:

This position has varying working hours depending on department needs, scheduling of special events and the needs of the Center.

Education and/or Experience:

- High School Diploma or G.E.D. required.
- Basic knowledge of animal health, nutrition, and humane care desired.

Certificates, Licenses or Registrations:

Must complete and obtain the A.C.T. Shelter Training Series certificate of completion.

Supervisory Responsibilities:

Volunteers and customers as necessary.