



Job Description

Adoption Counselor

SUMMARY: An Adoption Counselor is primarily responsible for working to fulfill the Pennsylvania SPCA's mission to protect animals, prevent cruelty and to improve the health and quality of life throughout Pennsylvania. The employee will assist clients of Main Line Animal Rescue with their needs by providing optimal customer service. As well as providing compassionate and attentive care to the animals housed at the shelter, educating and assisting adopters, and helping to reunite stray animals with their caring families.

PRINCIPAL DUTIES:

- Promoting a friendly and professional environment where emphasis is placed on compassion, quality, integrity, and service.
- Provides high quality customer service to those who visit or call the Pennsylvania SPCA including adopters, volunteers, donors, and pet owners.
- Cashier duties, obtaining accurate customer information, recording data, patient check ins and checkouts, scheduling appointments, and phone calls.
- Multi-task between live customers and phone customers in a professional welcoming manner.
- Ensure a continuous flow of clients by checking in patients, continuously updating the clients and checking out patients.
- Interpret animal medical records for vaccines and medical conditions.
- Possess the ability to identify the need for critical triage requests.
- Alternate between the client service desk and animal care positions.
- Evaluate dogs using SAFER assessment.
- Facilitate adoption meet and greets with potential adopters to help ensure a lasting adoption placement.
- Provide compassionate and attentive care to the animals housed at the site.
- Perform animal intakes through PetPoint, following all protocols as required.
- Comfort and ability to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
- Checks adoption forms and emails replies to potential adopters
- Create adoption animal descriptions

EDUCATIONAL REQUIREMENTS:

- Minimum High School diploma or GED required; some college, trade, vocational school, college or further education preferred.
- Must be proficient using computer. Knowledge of Internet, Microsoft Word and Excel required, knowledge of PetPoint Animal Management System and Cornerstone, and web based software a plus.
- Bi-lingual is a plus.

EXPERIENCE, ABILITIES AND QUALITIES REQUIRED:

- Experience in animal care and a connection to the mission of the PSPCA
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- Excellent customer service skills; ability to remain professional under stressful situations
- Ability to work quickly and efficiently; proven ability to quickly assess situations and determine urgency of treatment required (triage)
- Ability to handle delicate client financial situations tactfully and with compassion while enforcing policies
- Superior verbal communication skills
- Attention to detail and excellent follow through on required steps in a process
- Knowledge of the following is required:
- Client/Patient care: review discharge instructions with owner, demonstrate routes of medication to owner, answer basic client questions and obtain history from client for healthy animals.
- A quick learner and desire to expand animal care knowledge
- Ability to problem solve and work cooperatively in a team environment; affection for animals and concern for their welfare.
- Ability to accommodate varied work assignments and schedules; reliable and dependable, yet flexible.
- Physical strength and ability to lift and carry a pet or other object weighing up to fifty (50) pounds without assistance; must be able to assist in lifting patients or other objects weighing more than fifty (50) pounds.

IMMEDIATE SUPERVISOR: Life Saving Manager

FLSA STATUS: Non-Exempt

INTRODUCTORY ASSESSMENT PERIOD The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

EMPLOYMENT There is no minimum period of employment guaranteed or implied by acceptance of an employment offer.

Please send your resume to vroccia@pspca.org