



The Pennsylvania SPCA is a non-profit animal welfare organization founded in 1867. Our mission is to protect animals, prevent cruelty and improve the health and quality of life for animals in Pennsylvania.

Adoptions and Behavior Counselor

FLSA Status: Non-Exempt

SUMMARY: The Adoptions and Behavior Counselor is responsible for finding adoptable homes for animals both in the shelter and at offsite adoption events. Lifesaving Counselors are responsible for creating a positive experience for prospective adopters by ensuring quality customer service, accurate record keeping, animal disposition, and in-shelter money receipts. Adoptions and Behavior Counselors also assist with functions of the Behavior Department such as behavior assessments, dog to dog testing, and behavior modification programs.

PRINCIPAL DUTIES

- Following all policies and procedures and that they **deliver quality customer service**, including assisting people with finding appropriate pets by facilitating introductions to appropriate animals and disseminating appropriate information;
- Resolving problems and addressing customer dissatisfaction;
- Training new staff and volunteers so that they can perform their work effectively, efficiently and in accordance with the organization's policies and procedures. Interacting with/getting to know the animals and talking with prospective adopters about them in order to make the best possible match.
- Assisting potential adopters through adoption process by sharing information about the animal's medical and behavioral history;
- Assisting when needed with the cleaning of animal areas and equipment, including spot cleaning of animal and public areas throughout the day;
- Using shelter management software to effectively and efficiently track animals coming to and going from the shelter;
- Working effectively, efficiently and in accordance with the organization's policies;
- Working effectively as part of a team on cross-functional programs, projects, and activities;
- Filling in for other areas and performing other tasks/functions as needed, including helping out at special events;
- Treating all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance, and promoting a humane and caring attitude toward all animals;
- Performing behavior assessments on shelter animals with assistance from a behavior supervisor or team member;
- Assisting with positive reinforcement based training programs and plans;
- Providing higher level behavioral counseling for animals with mild behavioral concerns such as separation anxiety,

EDUCATIONAL REQUIREMENTS

- High School Diploma or equivalent. Retail, sales and, marketing experience a plus. Animal handling or animal training experience preferred. Valid Driver's License preferred.

EXPERIENCE, ABILITIES AND QUALITIES REQUIRED

- Strong interpersonal skills. **The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.** Excellent written and oral communications skills.
- Ability to quickly gain and maintain knowledge of small animal and livestock behavior and health, common issues, and ways to address them in order to make good adoption matches and to keep animals in homes;
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place.
- Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times.

- Maturity, good judgment and a professional personal appearance.
- Strong problem solving skills – focusing on finding solutions to problems and challenges.
- Strong organizational and computer skills.
- The ability to work in a high stress environment
- The ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant.
- Flexibility, ability to manage multiple tasks.
- Ability to problem-solve and work with minimal supervision. Affection for animals and concern for their welfare.
- Ability to accommodate varied work assignments and schedules. Ability to communicate skillfully and effectively with a diverse clientele, diverse staff members, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times. Maturity, good judgment and professional personal appearance including the wearing of neat and clean uniforms.
- Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary.
- Must have a sincere interest in the work, programs and mission of the Pennsylvania SPCA

IMMEDIATE SUPERVISOR Manager of Behavior and Adoptions

HOURS: FLSA STATUS: NON-EXEMPT POSITION, Full time, Maximum of 40 hours per week. Daily afternoon and evening hours and days of the week may vary according to the needs of the department schedule. Position may include weekends, nights and holidays.

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. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.