



## Adoptions Counselor MLAR

**SUMMARY:** The Adoptions Counselor is responsible for finding adoptable homes for animals both in the shelter and at offsite adoption events and facilitating intake into the shelter. 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. The Counselor 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:

- 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;
- 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 site including adopters, volunteers, donors, and pet owners.
- Provide compassionate and attentive care to the animals housed at the site.
- Provides food, water, bedding, and enrichment for the animals.
- Provides any other basic care animals may require.
- Comfort and ability to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.

### 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 Pet Point Animal Management System, 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 work place.
- 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)
- Superior verbal communication skills
- Attention to detail and excellent follow through on required steps in a process
- 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: Site Director**

**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.