

Job Title: ADOPTION COUNSELOR

Reports to: ADOPTION MANAGER, ASSISTANT ADOPTIONS MANAGER & AC OPERATIONS MANAGER

FLSA Classification: NON-EXEMPT

Date Drafted: MARCH 2020

POSITION SUMMARY

Adoptions Counselors are responsible for the care of the animals in the Adoption Center and providing excellent customer service throughout the day and during the adoption process. The Adoptions team provides our animals with love, compassion, daily exercise and enrichment.

POSITION RESPONSIBILITIES - ESSENTIAL

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Provide adequate food and water to Adoption Center animals daily.
- Monitor animals and immediately report health or behavior abnormalities to Foster or the Adoptions Manager.
- Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment.
- Responsible for getting to know the adoptable animals to add information to their personality profiles and kennel cards, therefore making them more adoptable.
- Attention to detail and the ability to assess individual animals that may require special attention in order to improve their ability to be adopted.
- Basic animal handling and training skills.
- Follow established disease protocols to daily clean, disinfect and maintain shelter grounds, kennels, cages, and general areas.
- Operate laundry and dishwashing equipment.
- Restock cleaning areas with supplies and equipment.
- Cultivate positive client, volunteer and coworker relations through professional, courteous and educational interactions.
- Assist clients with animal adoption process; facilitate client/animal interactions to ensure a safe and pleasant experience.
- Practice and encourage humane treatment of animals.
- Promote donations, retail sales, and giving opportunities as appropriate.
- Develop a sense of knowledge in regards to GHS as a whole to answer questions from the public accurately.
- Ensure a safe work environment; follow all safety guidelines, including PPE, attend a yearly OSHA training and modeling safe work practices.
- Ensures animals have the proper identification cards and are priced appropriately.
- Inspecting animal holding rooms and equipment before closing, during the day and after closing.
- Ensure the rooms are thoroughly clean throughout the day on a daily basis.
- Responsible for daily feeding and monitoring eating habits of all animals.
- Observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- To utilize animal handling skills to provide a safe and friendly environment for the animals at GHS.

ESSENTIAL SKILLS AND EXPERIENCE

- Educational background—High school diploma or equivalent.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Excellent customer service skills
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Relationship management-- ability to be persuasive and provide leadership to subordinates.
- Ability to create and foster a collaborative team environment.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong analytical, problem solving and reasoning ability.
- Ability to take direction, follow instructions accurately and accept constructive criticism.

BENEFICIAL SKILLS AND EXPERIENCE

- General knowledge of animal health and welfare.
- Experience with animal handling and behavior.
- Prior customer service/retail/animal shelter experience.

REPORTING RELATIONSHIPS

REPORTS TO: ADOPTION MANAGER, ASSISTANT ADOPTIONS MANAGER & AC OPERATIONS MANAGER

KEY MEASURES

- Overall health of animals
- Facility cleanliness
- Teamwork
- Time Management
- Decision Making
- Accountability

ORGANIZATIONAL COMPETENCIES

Transparency and Integrity	Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and accepts responsibility.
Decision-Making	Seeks to discover the root causes of problems, rather than addressing symptoms. Avoids over or under analyzing problems/issues. Makes decisions by weighing multiple factors, some of which may not fully defined. Considers the risks and consequences of action and/or decisions.
Teamwork and Collaboration	Builds and maintains routine business relationships with peers and others inside and outside of the organization. Adds value to the team environment and interacts with a positive attitude.

Innovation	Respectfully challenges the status quo by analyzing the strengths and weaknesses of current approaches. Modifies and adapts current methods and approaches to better meet needs.
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MENTAL & PHYSICAL DEMANDS- ADA GUIDELINES				
Physical Demands				
Stand	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling / Fingering	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation.		
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.



Print Employee Name

Employee Signature

Date Signed

Print Manager/Supervisor Name

Manager/Supervisor Signature

Date Signed