



### **Position Summary:**

The Adoption/Intake Counselor serves as the liaison between adopters and animals to ensure the right match is made. Responsibilities include: providing excellent customer service to the general public and visitors, and ensuring animals' needs are met and kennel areas are clean. Must be able to delegate duties to volunteers and assist with some aspects of animal medical care. The Adoption/Intake Counselor also counsels potential surrenders on relinquishment, and retention of their pet. This position requires frequent weekend shifts.

### **Essential Functions and Job Responsibilities:**

1. Counsel potential adopters about responsible pet ownership
2. Guide guests in selecting correct pet for their lifestyle
3. Educate adopters about post-adoption resources
4. Complete adoptions through shelter software
5. Uncover potential adopters wants & needs to make the best match
6. Prepare animal files for adoption
7. Determine when adoption trials are necessary
8. Schedule appointments for adoptions, trials, and meet and greets
9. Facilitate adoption: Shelterluv, medical history, and payment
10. Correspond with applicants: phone, email, and in person
11. Facilitate meet & greets when appropriate
12. Enter behavior notes into Shelterluv
13. Counsel potential surrenders on alternatives
14. Process intakes through Shelterluv
15. Assist with Foster to Surrender program as needed
16. Observe FHS animal behaviors
17. Uncover FHS animal's needs and lifestyle wants
18. Educate guests about FHS programs
19. Process donations
20. Other functions as determined by Management

### **Competency, Skills and Abilities:**

1. Excellent customer service skills
2. Ability to work independently and with a team
3. Strong analytical and problem solving skills with attention to detail
4. Excellent verbal and written communication
5. Proficient computer skills and knowledge of Microsoft Office

6. Project management
7. Ability to prioritize and manage multiple projects
8. Confidence in handling timid, fearful animals

**Education and Experience Requirements:**

1. Minimum of a High School Diploma or equivalent
2. Minimum of 1 year in animal related field or environment
3. Valid driver's license

**Physical Demands and Work Environment:**

1. Must be able to bend, stoop, stretch, stand and sit for extended periods
2. Ability to perform repetitive motions of wrists, hands and/or fingers due to extensive computer use
3. Work environment may be stressful at times, as overall center activities and work levels fluctuate
4. Excellent ability to communicate both verbally and in writing
5. Ability to utilize a personal computer and other office equipment
6. Must be able to lift 50 pounds as needed