**Position Title:** Adoption Counselor

**Department:** Adoption Center

**Reports To:** Executive Director

**Classification:** Full Time or Part Time

**Summary:**

Responsible for animal care and client services of adoption center

**Essential Duties and Functions:**

*Animal Care*

1. Provide adequate food and water to adoption center animals daily
2. Monitor animals and immediately report health or behavior abnormalities to supervisor
3. Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment
4. Perform animal bathing and basic grooming
5. Assist with animal evaluation and treatment
6. Provide rotated breaks for dogs
7. Responsible for knowing which pets are available for adoption and knowing the personalities and temperaments of these pets

*Facility Care*

1. Follow established disease protocols to daily clean, disinfect, and maintain shelter grounds, kennels, cages, and general areas
2. Operate laundry and dishwashing equipment
3. Restock cleaning areas with supplies and equipment
4. Maintain equipment in working condition, report equipment or supply needs to supervisor
5. Maintain work and general areas in an organized manner

*People Care*

1. Cultivate positive client, volunteer and coworker relations through professional, courteous, and educational interactions
2. Assist clients with animal adoption process; facilitates client/animal to interactions to insure a safe and pleasant experience
3. Practice and encourage the humane treatment of animals
4. Provide quality customer service to clients, volunteers, and staff while actively promoting our mission, services, programs, and events
5. Promote donations and giving opportunities as appropriate
6. Work cooperatively with all volunteers, recognizing the talent and commitment they bring to the society

*Safety*

1. Ensure a safe work environment; follow all safety guidelines, including PPE, and modeling safe work practices.
2. Take immediate action to address any safety concerns that could put a staff member, volunteer, animal, client, or the organization at risk.

*Clerical Duties*

1. Create and maintain necessary animal records, perform data entry
2. Conduct animal inventory

**Additional Duties:**

1. Assist with tours, lectures, public education programs, fundraising activities and special events as needed
2. Answer all public telephones in a professional manner, routes inquiries to the proper person/department and initiates written messages for follow up
3. Make trash runs as needed

**Physical Requirements and Work Environment:**

1. Work is performed in a kennel/shelter setting and outdoors
2. Frequent bending reaching, kneeling, climbing stairs, walking, and standing on feet 8-10 hours per day while performing job functions
3. Exposure to disinfectant solutions when cleaning
4. Exposure to various weather conditions when working outdoors
5. Subject to animal bites and scratches when handling animals of questionable temperament
6. Occasional lifting of up to 50 pounds
7. Consistently exposed to animals and animal allergens under conditions with limited alterations available
8. Frequent interactions with emotionally charged members of the public

**Reporting relationships and Contacts:**

1. Reports to Adoption Center Manager
2. Mentors and monitors volunteers

**Qualifications (Required):**

1. High school diploma or equivalent
2. Customer service experience
3. Available to work weekends, holiday shifts, and overtime as needed

**Knowledge, Skills, and Abilities:**

1. Commitment to the mission, values, goals, and success of the Humane Society of Greenwood
2. Highly motivated, outgoing, polite, and professional manner
3. Team player, able to work in a fast-paced environment and multi-task
4. Compassion for animals, comfortable working in the shelter environment and willing to accommodate animals in the work place
5. Knowledge of animals breeds and behavior helpful
6. Computer skills in a windows environment
7. Have basic working knowledge of intake, receiving and adoption outcome procedures
8. Ability to read and comprehend instructions, short correspondence, and memos
9. Ability to write reports and correspondence
10. Ability to present information one on one and small group situations to customers, clients, and other employees of the organization

**This job description reflects the assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This job description does not establish a contract for employment. The Humane Society of Greenwood is an at-will employer.**



Humane Society of Greenwood

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