

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

- a. Provide adequate food and water to adoption center animals daily
- b. Monitor animals and immediately report health or behavior abnormalities to supervisor
- c. Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment
- d. Perform animal bathing and basic grooming
- e. Assist with animal evaluation and treatment
- f. Provide rotated breaks for dogs
- g. Responsible for knowing which pets are available for adoption and knowing the personalities and temperaments of these pets

Facility Care

- a. Follow established disease protocols to daily clean, disinfect, and maintain shelter grounds, kennels, cages, and general areas
- b. Operate laundry and dishwashing equipment
- c. Restock cleaning areas with supplies and equipment
- d. Maintain equipment in working condition, report equipment or supply needs to supervisor
- e. Maintain work and general areas in an organized manner

People Care

- a. Cultivate positive client, volunteer and coworker relations through professional, courteous, and educational interactions
- b. Assist clients with animal adoption process; facilitates client/animal to interactions to insure a safe and pleasant experience
- c. Practice and encourage the humane treatment of animals

- d. Provide quality customer service to clients, volunteers, and staff while actively promoting our mission, services, programs, and events
- e. Promote donations and giving opportunities as appropriate
- f. Work cooperatively with all volunteers, recognizing the talent and commitment they bring to the society

Safety

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

Clerical Duties

- a. Create and maintain necessary animal records, perform data entry
- b. Conduct animal inventory

Additional Duties:

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

Physical Requirements and Work Environment:

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

Reporting relationships and Contacts:

- a. Reports to Executive Director and Lead Adoption Counselor
- b. Mentors and monitors volunteers

Qualifications (Required):

- a. High school diploma or equivalent

- b. Customer service experience
- c. Available to work weekends, holiday shifts, and overtime as needed

Knowledge, Skills, and Abilities:

- a. Commitment to the mission, values, goals, and success of the Humane Society of Greenwood
- b. Highly motivated, outgoing, polite, and professional manner
- c. Team player, able to work in a fast-paced environment and multi-task
- d. Compassion for animals, comfortable working in the shelter environment and willing to accommodate animals in the work place
- e. Knowledge of animals breeds and behavior helpful
- f. Computer skills in a windows environment
- g. Have basic working knowledge of intake, receiving and adoption outcome procedures
- h. Ability to read and comprehend instructions, short correspondence, and memos
- i. Ability to write reports and correspondence
- j. 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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