

POSITION DESCRIPTION

- TITLE:** Adoption Specialist **FLSA STATUS:** Non-Exempt
- DEPARTMENT:** Animal Welfare **EFFECTIVE DATE:** 3/4/17
- JOB SUMMARY:** To facilitate the adoption of homeless animals by providing a positive, non-judgemental, educational experience for our customers.
- VISION:** To find a pet for every home by partnering with potential adopters and supporting them to be the best pet parents they can be.
- INTRODUCTION:** Do you love animals? OK, we know the answer to that, but do you love humans? Like, all kinds of humans, even if they aren't just like you? If the answer is yes, keep reading!
Young-Williams is looking for an outgoing, ultra-friendly, people-obsessed superstar to join our adoption team. If the following describes you, we want you to apply!
- You don't just have "some customer service experience", you're a compassionate "people person" who truly enjoys making people feel welcome, valued and important.
 - You love working with others and your co-workers can't stand the thought of working on a day you aren't there
 - You are a multi-tasker extraordinaire who can do a variety of things well at the same time, and make good decisions when managing competing priorities
 - You're helpful and kind, always looking out for your team mates and advocating for your customers
 - You're open to new ideas, comfortable with change and endlessly optimistic
 - You are comfortable using the usual computer programs (Word, Excel, etc.), and are a quick learner of new software, like our shelter database
 - You are comfortable using (or learning to use) basic office equipment, such as PC, printer, copy machine, fax, and telephone, as well as cleaning equipment and supplies
 - You can follow directions but aren't afraid to ask for help when you are out of your comfort zone
 - You excel at finding creative solutions that make everyone happy, even in challenging or delicate situations
 - You want to feel that you saved animals and made long lasting, meaningful connections every day

ORGANIZATIONAL RELATIONSHIPS:

This position is supervised by:

Adoption Supervisor
Director of Shelter Operations

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Customer Service:

1. Greet and assist all visitors, staff and volunteers in a professional, warm and positive manner
2. Answer phones and e-mail with helpful, clear and efficient information
3. Facilitate customer interactions with animals while providing positive, objective, useful information in a conversation based approach that encourages dialogue
4. Look for ways to make an adoption successful, not to deny
5. Provide post adoption support to adopters as needed

Animal Care:

1. Clean rooms/cages and keep all animals comfortable, ensuring they have proper food, water and enrichment, while monitoring them for physical and/or behavioral concerns and reporting any issues as they arise
2. Handle animals in a safe and humane manner as you move them throughout the building, based on their adoption/availability status
3. Work with animals in need of specialized behavioral care and training

Administrative:

1. Develop a basic working knowledge of the YWAC's procedures, guidelines, and protocols for the safe handling of animals and customer-friendly handling of people.
2. Ensure that paperwork for all adoptable animals is accurate and properly maintained in hard copy as well as in the database
3. Cash handling and processing adoptions

OTHER DUTIES/FUNCTIONS:

1. Provide support to the YWAC's team effort including, but not limited to:
 - a. Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility
 - b. Participate in staff meetings to share ideas and suggestions for improving animal care and the quality of the organization as a whole
2. Work collaboratively with other departments and with volunteers

POSITION SPECIFICATIONS:

1. Required
 - a. Positive, optimistic outlook
 - b. High school diploma or equivalent

- c. Minimum 2 years customer service experience
 - d. Proven ability to handle multiple tasks in a busy workplace environment
 - e. Understanding of humane care and treatment of animals
2. Preferred
 - a. Understanding of animal behavior and/or common medical concerns
 - b. Volunteer experience (people or animals)

WORKING CONDITIONS:

1. Indoors in a high noise air-conditioned/heated building, outdoors at shelter or on-location for various activities
2. Equipment use:
 - a. Includes use of PC, printer, copy machine, fax machine, telephone, and cleaning equipment and supplies
3. Work hours:
 - a. Work hours will vary
 - b. Evening and weekend and holiday hours will be required
4. Regular exposure to animals and their bodily fluids, cleaning chemicals, fumes, dust, bites, and scratches.
5. Heavy lifting and/or moving up to 100 pounds with assistance
6. Regular upright movement, such as standing or walking
7. Working independently, with minimal supervision
8. Working in this field requires the development of self-care skills to combat compassion fatigue

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

APPROVED: _____
 Animal Intake Supervisor

 DATE

 Director of Shelter Operations

 DATE