

Adoption Coordinator

Job Description

Class: Non-Exempt

Revised: August 2020

Reports To: Executive Director

Supervises: Volunteers and Community Service

JOB SUMMARY: Responsible for the entire adoption process, including but not limited to promoting pets, shelter pet matchmaking, application review, interviewing potential adopters and using judgment to place the pet in the best, most appropriate home. The Adoption Coordinator's position is to greet and assist shelter visitors, volunteers and potential adopters in addition to helping with office duties including answering phones. Adoption coordinators work directly with the public and help interested individuals through the application, screening and adoption process. This position requires extensive knowledge of Ashtabula County APL's animals. Our adoption procedures are designed to help place the right pet in the right home. The ideal candidate will be outgoing, friendly and have the ability to provide a positive experience for all shelter visitors and staff. Maintain a clean and organized front-of-house environment.

VISION: Foster a positive, engaging front-of-house and adoption experience for the community. Serve as the first point of contact for ACAPL facility, by creating a warm, welcoming environment.

Responsibilities:

- Greet and assist visitors with impeccable customer service.
- Provide information on Ashtabula County APL policies, values, mission, programs and events.
- Assist with answering the phones and animal database record keeping.
- Process PetPoint management reports as requested.
- Process intake of stray and surrendered animals.
- Willingness and ability to learn about animal behavior, common challenges and ways to deal with challenges to match adopters with pets and to keep pets in home.
- Guide potential adopters through the shelter experience, when possible walk visitors to the designated area.

- Follow adoption guidelines in accordance with Ashtabula County APL policies and procedures.
- Educating adopters about proper pet care, needed supplies, shelter programs – wellness programs for their new pet.
- Processing and finalizing paperless adoption process.
- Following up on adoptions once the animal has been placed in the new home.

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Customer Service:

- Greet and assist all visitors in a professional, warm and positive manner
- Answer phones and e-mail in a timely manner with helpful and clear information
- Assist customers inquiring about pet surrender with empathy and compassion, not judgment, and partner with them to find the best solution for their situation.
- Support at special events and community outreach opportunities.

Animal Care:

- Ensure that front-of-house is maintained in a clean, sanitary and comfortable manner as per policy.
- Safe and humane handling and movement of incoming and outgoing animals as coordinated with the ACA team.

OTHER DUTIES/FUNCTIONS:

- Provide support to the Ashtabula County APL's team effort including, but not limited to:
- Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility
- Participate in staff meetings to share ideas and suggestions for improving animal care and the quality of the organization as a whole

POSITION SPECIFICATIONS:

- Required: Positive, optimistic outlook
- High school diploma or equivalent
- Customer service experience
- Professional or volunteer animal experience
- Proven ability to handle multiple tasks in a busy workplace environment
- Experienced and comfortable working with a database and computer skill

CONDITIONS:

- Indoors in a high noise air-conditioned/heated building, outdoors at shelter or on location for various activities
- Equipment use: Includes use of PC, printer, copy machine, fax machine, telephone, and cleaning equipment and supplies
- Work hours: Work hours will vary, generally hours are 10a.m.-6p.m. Weekend and holiday hours are required
- Regular exposure to animals and their bodily fluids, cleaning chemicals, fumes, dust, bites, and scratches.
- Heavy lifting and/or moving 50 lbs
- Regular upright movement, such as standing or walking
- Working independently, with minimal supervision
- Working in this field requires the development of self-care skills to combat compassion fatigue

SPECIAL REQUIREMENTS: Possess a valid driver's license

AT WILL EMPLOYMENT: There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Ashtabula County APL that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Ashtabula County APL at any time without cause. Ashtabula County APL is an equal opportunity employer. We do not discriminate against any employee or applicant because of race, color, sex, religion, age, national origin, disability, or any other basis protected by applicable federal, state, or local law. We assure you that your opportunity for employment with Ashtabula County APL depends solely on your qualifications.

NOTE: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.