



Ashtabula County Animal Protective League
5970 Green Rd.
Ashtabula, OH 44004
(440) 224-1222

Adoption Counselor

Position Summary: The position is responsible for the reception of all customers, daily cleaning and operations of the front of house, and answering and returning phone calls in a timely manner. The position is part-time and payed hourly. The position reports directly to the Executive Director, or in absence of, the Animal Care Manager or Assistant Animal Care Manager.

Duties & Responsibilities:

- Provides excellent customer service and exemplifies the mission through action and behavior.
- Works the front desk during open shelter hours.
- Answers or directs all emails to the appropriate person or department.
- Performs adoptions and "Return to Owners"
- Accepts, records, and organizes in kind donations.
- Maintains IBG Lost & Found Records.
- Use of Google Suite and Drive, Pet Point, and Social Media computer applications.
- Files paperwork in a timely and accurate manner.
- Responsible for nightly closeout and balancing monies.
- Daily cleaning and emptying of trash in the front of house area including lobby, offices, bathrooms and staff room.
- Ordering of supplies and equipment as directed by the Executive Director or Animal Care Manager.
- Inventory of supplies and organization/location.
- Must be professional, friendly, and welcoming.
- Notifying the director immediately of safety issues or non-working equipment.
- Maintains professional, honest, open and effective lines of communication with Healthcare Director, Shelter Director, and Staff.
- Operate and represent the shelter in a professional manner keeping with the shelter's mission statement, vision and goals.
- Follow all policies in regard to paperwork including types of paperwork required to be complete and filled out.
- Entering of all intake information within 24 hours or receipt.
- Cross train and instruct new and current employees on the responsibilities of the front of house/adoption counselor.
- Learn and appreciate what is important to others and how your job affects them.
- Treat others with respect and dignity.
- Take initiative to support and help others as requested/needed.
- Other duties and projects as assigned by the Executive Director

Measurements of Success

- Ability to follow and exceed duties above expectations
- Ability to follow Job duties
- Ability to complete projects as directed by the Executive Director
- Ability to show respect to staff, visitors, volunteers
- Ability to follow directions, accept responsibility for actions, and accept redirection

Qualifications:

Must be able to lift a minimum of 50 lbs. Must be able to work outdoors in all types of weather.

Must be able to work evenings and weekends.

Must be comfortable cleaning animal feces and other materials using sanitation protocol.

***This Employment Description is subject to change via the ACAPL Board of Directors.