

POSITION DESCRIPTION

TITLE: Adoption Coordinator

FLSA STATUS: Non-Exempt

DEPARTMENT: Adoptions

JOB SUMMARY: Responsible for assisting the public on adoption related concerns, use the policies and procedures of Talbot Humane to find appropriate homes for our adoptable animals, work with staff and volunteers to market and promote adoption and responsible pet ownership.

ORGANIZATIONAL RELATIONSHIPS:

This position is supervised by: Operations Manager

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Adoption Counseling:

1. Assist the public in making appropriate adoption matches
 - a. Explaining Talbot Humane adoption policies and processes to potential adopters.
 - b. Using strong customer service skills to approve or deny applications in a positive, firm, and non-threatening manner.
2. Conduct adoption and behavioral consultations as needed
 - a. Ensure that all adoption related literature is assembled prior to the adoption consultation.
 1. Review applications that are pre-approved when animals become available for adoption.
 2. Collect and review health and behavioral data for the animal.
 3. Confirm the adoption consultation time and directions with the potential adopter.
 - b. Review all pertinent information on the adoption application with the potential adopter.
 1. Previous pet history
 2. Rental permission
 3. Current pets
 4. Animal's health checks/vaccinations conducted by Talbot Humane or given prior to surrender

5. Any known behavioral or training issues, including behavioral considerations for that particular breed/mix.
 6. Adoption handouts, contract, and fees.
3. Conduct all post-consultation activities prior to the adoption
 - a. Maintain a complete file and all actions associated with the adoption, ensuring that all information on the adoption contract is completed accurately.
 - b. Ensure that completed adoption contract is at the shelter prior to the adopter's scheduled pick-up time.
 - c. Advise shelter staff of scheduled pick up time as well as any special requirements
4. Conduct all final adoption processes
 - a. Witness adoption contracts
 - b. Verify microchip implantation
 - c. Ensure that all required actions are complete prior to releasing animal to new home
 - d. Review training methods used by staff and volunteers with adopters
 - i. Show what the dog has already learned and verbiage used
 - ii. Show training tools used at Talbot Humane
 - e. Responsible for adoption follow-up correspondence:
 - i. maintain contact and advise on any potential problems as needed
 - ii. Time line expected: 3 days/3weeks/3months
5. Being the initial staff member to assist the needs of potential adopters and past adopters including but not limited to:
 - a. Behavioral issues
 - b. Medical issues
 - c. Special condition adoptions
6. Work with the Animal Care Supervisor on assisting adopters with behavioral or medical issues that arise in the home post adoption.

Administrative Support:

1. Ensure required knowledge is met, maintained, and advanced

- a. Gain a thorough understanding of Talbot Humane Standard Operating Procedures
- b. Become proficient in shelter software, Chameleon

Marketing of adoptable animals

- 1. Keep Talbot Humane's website up-to-date with animals for adoption, including photos, bios and any special needs.
- 2. Working with volunteers and staff on promotion of the animals, adoption specials and special needs animals
- 3. Creation of adoption promotions
 - a. Specials
 - b. Signage
 - c. Social media campaigns

Professional Development:

- 1. Attend training and/or read animal-related literature to ensure a current and relevant working knowledge of breed and behavioral characteristics for a variety of companion animals and current trends in animal care
- 2. Learn to identify all AKC breeds and other commonly seen dog breeds, as well as cat breeds
- 3. Understand and use the descriptive identification used by Talbot Humane, including but not limited to color identification of cats and dogs
- 4. Develop a working knowledge of all animals available for adoption through hands-on interaction, review of related paperwork, and database information
 - a. Overall knowledge of available animals including:
 - i. Name, type, age, and sex
 - ii. Available puppies and kittens
 - iii. Animals who are good with children
 - iv. Declawed cats
 - v. Small animals
 - vi. Breed/mix characterizations and behavioral considerations specific to each animal, and the character

OTHER DUTIES/FUNCTIONS

- 1. Provide support to Talbot Humane's team efforts.
 - a. Assist in training volunteers as their interests apply to adoption assistance

- b. Work on marketing of adoptable animals.
- c. Assist in keeping adoption area neat and clean.
- d. Assist at Talbot Humane special events- specifically adoption events.
- e. Participate in staff meetings.

POSITION SPECIFICATIONS:

1. Required:
 - a. High school diploma or equivalent
 - b. Minimum of two years experience in a customer service or counseling environment
 - c. Proven ability to handle multiple tasks in a busy workplace environment
 - d. Ability to firmly and respectfully handle difficult situations at all times.
 - e. Ability to understand and effectively teach methods of humane animal care and treatment
 - f. Extremely computer literate, preferred experience with software such as excel, photoshop, adobe
 - g. Good driving record, and valid driver's license.
 - h. Clean criminal history
2. Preferred:
 - a. Formal animal-related training
 - b. Marketing experience

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, laser printer, copy machine, fax machine, telephone.
3. Work hours:
 - a. Work hours may position is 40 hour/week.
 - b. Evening and weekend hours will be required
 - c. Generally schedule for this position is Tuesday- Saturday.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches
2. The employee must frequently lift and/or move up to 50 pounds.
3. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
4. Regularly required to sit, talk, and hear.
5. Regularly required to stand and walk.
6. Regularly required to use hands and fingers to handle, or feet and reach with hands and arms.
7. Requires working alone or with minimal supervision. Must be self motivated.
8. Requires patience and tact when working with difficult, emotional, or angry people.
9. Requires speaking and writing effectively and clearly in a professional manner.
10. Requires clear verbal communication over the telephone and intercom systems to internal and external individuals.
11. Requires treating people and animals in a pleasant, courteous and professional manner.

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.

Hourly position: Base rate: \$13.75/hr. Final starting rate may vary based on experience.

Benefits: Partial paid health insurance, sick leave, vacation and personal time. Incentive package.