



Position Title: Animal Placement Counselor

Reports to: Director of Animal Care

Salary and Schedule:

- **Rate:** \$8.50/hour
- **Classification:** Hourly
- **Full time position; Tuesday-Saturday - Ability to work at the facility any weekends, evenings, and holidays requested**

Position Summary

The Animal Placement Counselor is responsible for maintaining relationships within the community by educating the public, processing adoptions, assisting with planning Adoption Events, scheduling intake appointments, processing incoming animals, and maintaining a welcoming, judgment-free customer centric environment following an Adopters Welcome approach. Success in this position requires: a commitment to understanding current industry best practices regarding pet placements; an ability to translate those best practices into actionable program models for SPCABC; a strong commitment to non-judgmental customer service; and the ability to lead the front desk with excellence and professionalism.

- Process adoptions following a conversation-based Adopters Welcome approach in an effort to maximize adoptions and keep families together.
- Promptly answer and return voicemails daily on a busy, multi-line phone system to answer questions from the public regarding donations, adoptions, intake, services offered to the public, etc.
- Respond to all email inquiries daily regarding animal surrender, adoption, lost/found pets, donations, facility information, as well as programs and services.
- Process animal intake and support opportunities for humanely rehoming animals outside the shelter.
- Process incoming and outgoing animals in shelter software, ensuring that all transactions are documented, and that appropriate paperwork is completed in an accurate and timely manner.
- Support a healthy, compassionate and professional culture among staff.
- Demonstrate a commitment to team building through modeling a positive and respectful attitude toward all employees, volunteers and partners.
- Provide and oversee daily animal caretaking support as needed. Ensure a safe and sanitary environment for both animals and people.
- Contribute to the stewardship of the organization's mission by staying current on and understanding issues related to animal welfare and SPCABC programs
- Provide assurance and additional resources and assistance to clients by being knowledgeable, courteous and trustworthy when providing information about shelter policies, programs, and promotions.
- Maintain knowledge of pet inventory, shelter events, adoption promotions and special needs of the shelter on a daily basis.
- Reliably and accurately complete work by following up on requests, checking work for errors, completing requests on or before deadlines and assuming responsibility for successes or errors.
- Resolve complaints and issues that may arise with the public, employees or volunteers; asking for support from the Director only when necessary. Manage emotionally charged situations with tact, empathy and respect for all parties involved. Maintain personal composure in the face of interpersonal conflict.
- Collect and account for all donations/fees and complete donation receipts in an accurate and timely manner and according to established protocols. Maintain confidentiality and highest degree of integrity with respect to every financial transaction.
- Maintains accurate, complete adoption, admissions, animal, and person records in shelter database for persons, animals, visits, and other important information
- Processes all relevant fees, creates accurate receipts, and balances cash report
- Coordinates with Animal Care as needed for admissions and adoptions
- Maintains supplies and inventory for the adoption and admission areas, including all relevant forms and handouts
- Perform other duties as assigned by management.

Job Qualifications and Skills:

- Exceptional interpersonal skills, ability to relate and confer with staff, volunteers and the public.
- Ability to exercise good judgment and decision making when dealing with staff and the public.
- Proven organizational skills with outstanding attention to detail (effective record keeping ability).
- Knowledge of progressive animal placement philosophies and practices.
- Strong humane animal handling skills and knowledge of animal behavior.
- Ability to operate all equipment, tools, technology, vehicles and other materials relevant to the job.
- Able to demonstrate a high degree of independence, initiative and organization.
- Strong conflict resolution, verbal and written communication skills.
- Must be at least 18 years of age (required for insurance purposes), have a valid driver's license and insurable driving record.
- Ability to gather necessary information accurately and assess the needs of the general public for their unique situation.
- Ability to communicate effectively with the public and to a variety of audiences using a non-judgmental approach.
- Demonstrates strong attention to detail and advanced time management skills.
- Ability to incorporate supervisory feedback into their work
- Exceptional communications and collaborative skills. .
- Ability to adhere to disease management and safety protocols.
- Maintains professional, friendly demeanor during high-stress situations or during emergent crises
- Ability to work varied hours/days, including nights, weekends, and holidays, as needed.

Education and Experience Required

- High school diploma or equivalent is required, Bachelor's Degree preferred.

Physical Demands and Working Conditions The conditions 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.

- Potential exposure to high noise levels, zoonotic diseases, and animal bites/scratches when handling animals.
- Must be able to lift over 50 pounds, up to 100 pounds with assistance.

SPCABC is an equal opportunity employer. This company considers all candidates regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status. SPCABC values diversity in our workforce.