



## Job Description

<b>Job Title:</b>	<b>Adoption Specialist</b>
Department:	Shelter
Classification:	Full-time or part-time, hourly, non-exempt, seasonal and non-seasonal
Job Relationships:	Reports to Adoption Services Supervisors and Kennel Operations Supervisor
Position Summary:	The Adoption Specialist provides for the general care and maintenance of shelter animals and provides client service and animal adoption counseling at the Humane Society of Boulder Valley (HSBV).

### Duties and Responsibilities:

#### **Adoption Counseling and Support Services**

- Represents HSBV in a professional and courteous manner at all times
- Cultivates positive client relationships using Adult Learning principles
- Facilitates client/animal interactions to ensure a safe and pleasant experience
- Utilizes Meet Your Match™ assessments of cats to facilitate best match of client and animal
- Informs clients of adoption processes and animal availability
- Discusses animal medical and behavioral history
- Relays information regarding behavior modification and feline maintenance programs, when applicable
- Promotes positive reinforcement training techniques
- Supplies potential adopters with educational materials
- Develops relationships with donors and repeat clients
- Achieves excellent client service and a positive experience for our clients by practicing principles of HSBV Client Service Vision Statement
- Identifies and recommends HSBV resources and services including Behavior and Training Center, Thrift and Gift Shop, and Veterinary Clinic
- Encourages client participation in HSBV special events and facilitates registration
- Actively promotes the Society's mission, services, programs and events. Participates in fundraising as assigned.

#### **Client Service and Reception**

- Welcomes and directs visiting clients
- Answers and directs incoming phone calls
- Accurately and efficiently processes adoption paperwork
- Actively solicits financial contributions to the Society
- Maintains a clean, organized, and well-stocked workspace
- Administrative duties as assigned

#### **Sonnyside Retail Store**

- Assists clients in Sonnyside Retail Center by providing product information
- Fits pets for collars and SENSE-ation harnesses
- Prices and displays retail shipments
- Uses Point of Sale to accurately record retail transactions

## **Animal Care**

- Treats animals humanely and with respect
- Provides adequate food and water to shelter animals daily
- Adheres to effective disease control practices
- Reports health or behavior abnormalities to supervisor
- Participates in stress reduction efforts through purposeful handling and placement of animals in shelter environment
- Participates in animal enrichment efforts
- Assists Training and Behavior Center with behavior modification efforts
- Assists with euthanasia of animals

## **Kennel Operations and Shelter Maintenance**

- Cleans, disinfects, and maintains shelter kennels and cages daily
- Cleans crates, cages, and animal items/equipment following standard operating procedures
- Restocks animal areas with supplies and equipment; maintains clean and well stocked work space
- Assists with opening and closing duties in animal areas
- Trains and works cooperatively with volunteers to ensure animals receive quality and timely care.
- Operates dishwasher and distributes clean product and supplies throughout shelter
- Operates laundry machines and organizes laundry used in shelter; distributes bedding throughout shelter
- Distributes HSBV in-kind donations for shelter use
- Janitorial work as assigned
- Performs special projects as assigned

## **Staff Support and Training**

- Actively supports employees, volunteers and the development of skills related to the advancement of Society goals and mission.
- Provides quality service to clients, volunteers, and colleagues recognizing their individual contributions to the success of our organization.
- Attends and participates in Society training programs as assigned.

## **Safety**

- Follows all safety guidelines to ensure a safe work environment.
- Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal or the organization at risk.

**Qualifications:** High school diploma or equivalent. One year of customer service experience. Basic computer skills in a Windows environment. Able to lift and carry 50 pounds. Able to sustain ten hour work day spent sitting, standing, walking, bending, twisting, and lifting. Must have valid CO driver's license with insurable driving record. **The Humane Society requires drug testing of all employment candidates.**

**Knowledge, Skills, and Abilities:** A highly motivated, out-going, polite individual with a professional manner with the public, both in person and on the phone. A team player, able to work in a fast-paced environment and handle several tasks at once. Knowledge of animal breeds and behavior helpful. No allergies to animals. Sincere interest in animal welfare and the mission of the Humane Society of Boulder Valley. Bilingual (English/Spanish) individuals encouraged to apply.

**Working Conditions:** Work is performed in an animal kennel environment and office environment. Exposure to animals and cleaning agents at all times. Subject to animal bites and scratches while handling animals of questionable temperament. Daily lifting of up to 50 pounds with assistance. Ten-hour shifts spent standing, walking, bending, twisting, and lifting.

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