



Adoption Counselor

Posted Date: April 8, 2024
Position: Adoption Counselor
Reports To: Manager of Pathway Planning
Type: Permanent
Hours: Part-Time

Essential Duties and Primary Job Purpose

Under the direction of the Manager of Pathway Planning, the Adoption Counselor position is responsible for many of the day to day operating procedures governing the adoption and placement of animals and other front office procedures. They are also responsible to assist in Lost & Found/Receiving Department duties and provide coverage as needed.

Representative Tasks and Major Responsibilities

In accordance with RHS's objectives, philosophies and policies and procedures, the Adoption Counselor position is responsible for the following:

1. Adoptions

- Processes adoptions and explains in detail the policies and procedures of the RHS
- Enters adoption information into the RHS database
- Maintains a pleasant and courteous manner with the perspective adopter
- Maintains a professional working relationship with our pet store partners and rescue/foster volunteers
- Responsible for adoptions both on and off site including; meeting adoption goals, ensuring quality customer service and accurate record keeping
- Maintains internet websites to reflect daily availability of animals, including detailed biographies and appealing animal photographs.
- Coordinates the placement of animals at satellite locations. Prepares animals for transportation to offsite facilities in a timely and safe manner. Through regular site visits, monitors health of the animals on an ongoing basis and ensures appropriate documentation on placement. Maintain professional and courteous relationships with retail staff at these locations.
- Provides high quality customer service to people who visit or call RHS. Monitoring the activity on the adoption floor regularly and assisting as needed. Resolving problems and addressing any customer dissatisfaction.
- Shows animals for adoption, performs pet meets, answers phones, and greets the public coming into the shelter.
- Performs enrichment activities for animals to ensure physical and mental well-being
- Assists in assessments of animals to determine adoptability
- Performs other duties as assigned

2. Administrative Responsibilities

- Represents the RHS in a professional manner
- Deals with the public as a humane educator
- Answers and directs incoming calls to the appropriate personnel
- Greets the public, respond to questions, and direct the public to the appropriate Departments

- Assists Manager of Pathway Planning as required in animal placement and/or capacity for care programming.
- As required, receipts all adoptions, saleable items and donations
- As required, ensures cash is balanced daily, maintains float for the next day's operation and secures the safe
- Other duties as assigned

3. Lost & Found/Receiving Duties

- Examines incoming animals to determine breed/species/age/sex/tattoo, possible health issues or signs of distress.
- Administers vaccinations and other intake treatments as required.
- Ensures all incoming and outgoing strays are entered, updated promptly and accurately.
- Strives to increase the number of strays returned to owner.
- Ensures administration for all incoming and outgoing animals is being completed accurately and in a timely manner.
- Maintains RHS facilities and equipment.
- Works with Cremation Services to ensure timely contact is being made with pet owners concerning urn purchase and disposition.
- Receives payment for fees and services.

3. Overall Shelter Vision and Operations

- Supports and promotes the vision and strategic plan of RHS
- Ensures positive public relations and customer service practices
- Works with coworkers to foster an enjoyable and team environment

Work Contacts

This position interacts and collaborates with all levels of the organization, including entry level staff members, peers in other departments, executive team members, representatives from external agencies, the general public and volunteers. Contact and communication is carried out through face to face, telephone and electronic interactions. Communication must be clear, understandable, positive, professional and respectful in all circumstances.

Working Conditions

- Work is performed concurrently in an office and animal shelter environment, with required attendance at offsite venues. Ability to stay standing or active during entire shift if required. Occasional exposure to various outdoor conditions.
- Frequent driving on public streets, under a variety of traffic conditions.
- Work performed both in and out of shelter requires lifting, bending, stooping, pushing and other strenuous activities. Must be able to lift a maximum of 50 lbs.
- Interaction with children, adolescents and adults from the general public is frequent and requires respectful, empathetic and professional behavior at all times.
- Frequent exposure to computer video terminal and computer peripherals.
- Work days are 8 hours and may be assigned. Work schedules are flexible depending on the needs of the organization. All staff may be requested to work evenings and weekend shifts for special events or programming.
- Exposure to potentially aggressive, unruly and sick, diseased and parasite infested animals and infectious fluids and materials.
- Exposure to chemical cleaners.
- Required to wear a uniform while on duty.
- Environment can be noisy, odorous and stressful, both physically and emotionally.

Education, Training and Competencies

To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Candidates with animal behavior and handling knowledge, customer service skills, Shelter Buddy data base experience and an overall knowledge of shelter operations and goals will be preferred.
- Strong interpersonal skills. The ideal candidate for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
- Excellent written and verbal communication skills
- Strong organizational skills, with demonstrated ability to prioritize, multi-task and meet deadlines are required.
- Computer and internet savvy. Proficient in the use of Microsoft Office tools as well as photography experience and knowledge of photo editing programs an asset
- Must be comfortable working with many breeds of dogs and cats and willing to acquire animal behavior and handling knowledge and experience.
- Maturity, good judgment and a professional appearance.
- The ability to remain pleasant and calm even in stressful situations.
- The ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant.
- Employees required to work evening, holiday and weekend shifts
- Physical strength and agility to lift heavy animals, equipment, and supplies.
- Possess a valid Driver's License

Apply in confidence to:

Lindsay West
Director of Operations
Regina Humane Society
lwest@reginahumane.ca

***This position will remain open until a suitable applicant is found.
We thank all applicants for their interest, but only those
selected for an interview will be contacted.***