



**Regina
Humane
Society**

Adoption Counselor

Position: Adoption Counselor

Department: Operations

Reports To: Manager of Pathway Planning

Date Posted: December 20, 2024

Position Type: Part-time

Status: Permanent

Wage/Benefits: \$15.46-\$18.81/hr.

Closing Date: January 12, 2025

POSITION SUMMARY

The Adoption Counselor plays a vital role in facilitating animal adoptions and placements at the Regina Humane Society (RHS) and offsite locations. This position is dedicated to providing a positive adoption experience for the public while ensuring alignment with RHS policies, procedures, and strategic objectives. Adoption Counselors craft creative and engaging biographies accompanied by high-quality photographs to showcase available animals, while also delivering exceptional customer service in person, online, and over the phone.

In addition to adoption-related responsibilities, the Adoption Counselor supports the Intake Department, manages administrative tasks, and contributes to animal enrichment activities. Success in this role requires strong interpersonal skills, the ability to work with animals of varying temperaments, and a deep commitment to the RHS mission. Employees must perform their duties safely and efficiently, adhering to established protocols and standards, and consistently offering clients compassion, care, and exceptional service.

PRIMARY RESPONSIBILITIES & ACCOUNTABILITIES

In accordance with RHS's objectives, philosophies, policies and procedures, the Adoption Counselor 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 pet store partners and 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 the 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

2. Administration

- Serve as a humane educator, representing RHS professionally and positively to the public.
- Assist the Manager of Pathway Planning with animal placement and capacity for care programming.
- Assist customers with retail purchases.
- 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
- Respond to inquiries and direct individuals to appropriate departments or staff.

3. Intake

- 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 completed accurately and in a timely manner.
- Maintains RHS facilities and equipment.
- Sanitation and housekeeping duties as directed.
- Receive payments for fees and services and ensure accurate record-keeping.

4. Performs additional responsibilities and required.

QUALIFICATIONS

Education

- Grade 12
- Knowledge, understanding, and appreciation of the RHS, its role in the community, and animal welfare and rights.
- Knowledge of animal species, breeds, and age and sex identification.

Certifications/Licenses

- Not applicable.

Experience

- A minimum of one (1) years of experience with in-person client services, ideally in the retail industry, a veterinary

- clinic, or in the animal care service industry.
- Experience completing sales transactions is an asset.
- Demonstrated experience and technical knowledge with Microsoft Word, Excel, Outlook, Shelter Buddy and other commonly used software.
- Working in a community-based, not-for-profit organization focused on the well-being of animals is an asset.
- Knowledge of animal handling and behaviour is an asset.

Skills

- Communication
 - ~ Skilled communicator both orally and in writing (listens well, is clear and understandable);
 - ~ Verbal communication skills including clear and easily understood delivery of messaging and content in a professional and respectful manner;
 - ~ Uses correct grammar and spelling;
 - ~ Ensures documents and related details are recorded and input correctly.
- Self-Motivation
 - ~ Is self-motivated, and can work with minimal direction;
 - ~ Is resourceful, takes initiative, and demonstrates a sound work ethic;
 - ~ Contributes to successful, value-added outcomes.
- Collaborative Team Member
 - ~ Has an inclusive, inviting nature, and seeks input and alternative perspectives from others;
 - ~ Is a supporter of diversity, inclusion, and collaboration, and works effectively with team members to achieve goals.
- Interpersonal Acumen
 - ~ Is approachable, and can interact with a wide range of individuals, of all ages, with varying needs;
 - ~ Listens well and has a friendly demeanor;
 - ~ Demonstrates empathy, tact, diplomacy, and discretion;
 - ~ Mediates disputes and manages difficult situations and conflict calmly and professionally;
 - ~ Understands underlying behaviors and emotions and responds appropriately.
- Planning and Organization
 - ~ Plans, prioritizes, and organizes work flow;
 - ~ Is highly organized and efficient with significant detail, ensuring all records and documentation are managed efficiently and effectively with quality outcomes;
 - ~ Delivers results.

Skills (continued)

- **Adaptability**
 - ~ Capable of multi-tasking under stress-filled and unpredictable situations, and manage multiple priorities;
 - ~ Can manage frequent interruptions with ease;
 - ~ Can pivot quickly and adapt to project changes.
- **Technology Proficiency**
 - ~ Computer competence using MS Office and other software and systems related to the role;
 - ~ Ability to learn internal systems, databases, and other technologies as required.
- **Focus on Detail and Quality**
 - ~ Works with significant detail.
 - ~ Ensures all details, records, and documentation are completed efficiently and effectively with quality outcomes;
 - ~ Delivers results.
- **Animal Care and Handling**
 - ~ Demonstrated capability, care, and compassion to safely and humanely work with different types of animals with varying needs and temperaments.

Values

Consistently demonstrates the values of the Regina Humane Society, including:

- **Leadership**
 - ~ Models the Organization's values;
 - ~ Demonstrates initiative and self-motivation;
 - ~ Accomplishes results;
 - ~ Works to contribute and continuously improve upon processes.
- **Professionalism**
 - ~ Acts as an ambassador for the RHS;
 - ~ Maintains confidentiality and privacy of information.
- **Compassion and Care**
 - ~ Committed to RHS's vision and mission for animals and people.
- **Integrity and Honesty**
 - ~ Open and honest in their approach to work;
 - ~ Reliable and trustworthy.
- **Teamwork**
 - ~ Works well and effectively collaborates with colleagues.

Working Conditions & Effort

- Working with animals of various sizes and temperaments.
- Working in a shelter environment with animals that can be noisy, odorous, and physically and emotionally stressful.
- Work performed requires lifting (maximum of 50 lbs), bending, stooping and other strenuous activities including but not limited to handling large animals.
- Public speaking and presenting information face-to-face, by phone, electronic communication, or via various media platforms.
- Sitting and standing for extended periods of time.
- Concentration to perform detailed work that can involve significant attention and thought.
- Exposure to computer hardware and peripherals.
- Finger dexterity.
- Distraction and interruptions.
- Driving in a variety of traffic conditions in the local community.
- Must be available to work weekends.
- Ability to attend functions/activities outside of normal working hours.

Additional Notes

- Clear Criminal Record Check and Vulnerable Sector Check.
- Verification of education on file.
- Excellent work attendance and punctuality.
- Satisfactory Driver's Abstract.
- Signed agreement and adherence to the RHS Code of Conduct and Ethics, including the RHS Confidentiality Agreement.

Please submit your letter of interest and resume by the closing date to the attention of Lindsay West, Director of Operations, 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.