**JOB TITLE: Adoption Specialist/Customer Service**

**REPORTS TO: Intake Manager, Kennel and Behavior Coordinator, Health Manager and Shelter Director**

**FSLA DESIGNATION: Non-Exempt**

**ADOPTION DATE: May 2024**

**GENERAL JOB DESCRIPTION:**

The Adoption Specialist is responsible for customer service with all adoption areas. Interacting with customers, assisting with meetings between adoptive families and their pets, assisting with “matching” a potential adopting family.

**MINIUMUM QUALIFICATIONS:**

* Basic knowledge and understanding of animal welfare and behavior;
* Proficiency in computer software relevant to this position such as Pet Point, Word, Excel, etc;
* Knowledge of proper animal handling techniques
* Ability to pass a background check;
* 18 years of age or older.

**DUTIES:**

* Oversee adoption areas are clean and has signage available that is clear and up to date.
* Perform adoption or foster process and knowledge of all documents relating to.
* Follow all procedures and protocols for cleaning as set by the managers and shelter Director.
* Perform daily evaluations of animal health and report all concerns to all managers.
* Carry out any assigned duties from all managers.
* Provide excellent customer service and phone etiquette to all individuals.

**ESSENTIAL PHYSICAL ABILITIES/PERSONAL QUALITIES REQUIRED TO SUCCESSFULLY PERFORM THIS JOB:**

* A love of animals and people.
* Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
* Ability to sit, stand, walk, bend or stoop intermittently.
* Ability to lift 50 pounds.
* Knowledge of the safe and humane use of animal handling equipment.
* Desire to learn what you don’t already know and be open to new ideas.

I have read and understand this job description and will work with the operations director to keep it up to date.

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Employee Date Shelter Director Date