

Job Description- Adoption Assistant, Sheltering Hands, Inc.

Reports To: Adoptions Coordinator / Sheltering Hands Board

General Summary:

It will be the responsibility of the Adoption Assistant, under the direction of the Adoptions Coordinator, to assist the public with cat adoption needs, answer questions and concerns and provide needed information when called upon. The individual in this position represents Sheltering Hands, Inc.'s policies and procedures to the public and is expected to maintain a positive and receptive environment for those individuals visiting the adoptions areas or calling Sheltering Hands, Inc. and with all volunteers working with adoptions or fostering. Applications and required attachments can be found on our website-www.shelteringhands.org

Essential Job Functions:

1. Greet and assist all potential adopters entering our adoption location(s). All interactions with potential adopters must be polite and respectful. The assistant and all volunteers under his or her direction are expected to be friendly, welcoming and informative. Teach, don't preach!
2. Listen to customers and provide effective responses and remedies to their questions and needs.
3. Counsel potential adopters in selecting a cat that fits their lifestyle, discuss the responsibilities of pet ownership, show animals to prospective adopters, give information about specific animals, and explain the adoption process to potential adopters.
4. Responsible for knowing which animals are available for adoption and knowing the temperaments and personalities of these pets.
5. Effectively communicates the policies and procedures of Sheltering Hands to the public and volunteers.
6. Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's and Petsmart's safety policies and rules and must be willing to report safety violations and potential safety violations to appropriate supervisory or management personnel.
7. Competently use computers, technology, and social media.
8. Assist with transport of kittens between facilities and to adoptive homes
9. Respond to phone calls and emails about adoptions program and cats.

Additional Duties and responsibilities:

1. Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others.
2. Assists with lectures, public education programs, fundraising activities and special events as needed.
3. Answers all public telephone calls in a professional manner, routes inquiries to the proper person/department and initiates written messages for follow up.

Knowledge, Skills, and Abilities:

1. Basic cat care knowledge. Preferred: Knowledge of cats including breeds, behavior, appropriate care and housing, common health problems, disease symptoms and handling techniques.
2. Ability to write reports and correspondence.
3. Ability to effectively present information in one on one and small group situations to customers, clients and other members of the organization.
4. Basic and advanced computer skills using standard office programs such as Word, Excel,

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PowerPoint, etc. Able to use cameras, software and other technology to create social media programs and presentations. Skilled with social media sites, including, but not limited to Facebook and Twitter.

5. Ability to train, mentor and monitor volunteers working in adoptions and provide timely and helpful assistance before problems interfere with operations.

Education and Experience:

- Minimum: High school graduate with at least 6 months related animal care experience and/or training. Preferred: College degree with experience in animal care, management, and public relations.

Physical Requirements:

- Must be in good health. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities or equipment, is a disqualification.
- Must stand, walk, bend and stoop frequently to perform duties. Have the ability to perform prolonged strenuous physical activity, including lifting and carrying objects weighing up to 25 pounds alone for short distances.

Working Conditions:

- May be exposed to ill cats and feline bodily fluids. Protective gloves will be provided and required when cleaning cages or handling sick cats or cats with unknown backgrounds.
- Must be available and willing to work weekends and attend mandatory training and meetings as the employer determines are necessary or desirable to meet its business needs. Hours may vary and are flexible to meet the needs of the adoption program.

Hours and Compensation:

- The Adoption Assistant will be a temporary part time hourly position. There is the possibility that the position will become permanent and/or full time.
- The Adoption Assistant will work approximately 10-15 hours per week. Hourly rate commensurate with experience. Wages are payable bi-weekly. Appropriate deductions for withholding and FICA will be taken.
- There are no benefits with this position. Since hours are somewhat flexible and can be rearranged, there are no leave days or sick time provided. The Board will work cooperatively with the Adoption Assistant to create as flexible and effective a schedule as possible that serves both the needs of our program and the employee.

Note: The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Furthermore, they do not establish a contract for employment.