



**Job Title:** Adoption Specialist I  
**Department:** Shelter Operations  
**FSLA Status:** Non-Exempt  
**Benefit Status:** Full-time or Part-Time  
**Supervisor:** Adoption Program Supervisor  
**Effective Date:** 02/01/2023

### **VISION:**

The Woods Humane Society (WHS) staff thrives on providing all patrons with exemplary customer service; all animals with the best possible care our resources permit; to perform daily in an effective and efficient manner and to provide a pleasurable work environment rich in practical learning and team work.

### **POSITION SUMMARY:**

The **Adoption Specialist** is responsible for maintaining the cleanliness of the shelter and a safe and disease-free environment for all animals, providing exceptional customer service to all potential adopters. **Adoption Specialists** assess and communicate animal behavior as well as provide basic medical care when needed.

### **EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent
- A minimum of two (2) years in customer service preferred (any field);
- Possession of a valid California driver's license may be required

### **ESSENTIAL KNOWLEDGE AND SKILLS:**

- Compliance with department, county and state animal welfare standards, providing a fear free experience;
- Excellent interpersonal skills and a commitment to helping others;
- Strong verbal and written communication skills and desire to communicate with staff, volunteers, adopters, and other members of the public in a consistently professional and educational manner;
- Ability to work in an emotionally taxing field – a positive attitude and sense of humor are essential;
- Ability to exhibit professional representation of the organization;
- Ability to work in a fast-paced environment, maintaining energy and enthusiasm through repetitive tasks;
- Ability to contribute to a positive atmosphere and working environment at WHS;
- Ability to demonstrate the mission and vision of the organization on and off the job;
- Detail-oriented and resourceful;
- Ability to keep information confidential;
- Discern placement of animal files accurately and file in numerical order;
- Basic knowledge of animal welfare;
- Unbiased and non-judgmental interactions with the public;

## **PHYSICAL REQUIREMENTS:**

- Must be able to stand, walk, sit, talk, hear and see, stoop, bend, squat, kneel, grasp, put fingers together firmly and reach above and below shoulder level and lift; push, lift or pull 50 pounds for situation of restraining or moving animals and lifting supplies, material and equipment; work in an environment with daily changes in climate.
- Repetitively use hands to move animals around and operate computers
- Flex the neck upward and downward; twist the neck and the waist.
- Specific vision abilities required are close and mid-range vision, distance vision, color vision, peripheral vision, and ability to focus.
- Appropriately and humanely restrain cats and dogs; control dogs on a leash; work with a variety of animals
- Be able to tolerate extended periods of 4 to 6 hours of performing moderately strenuous activities, standing, lifting, stretching and bending.
- Work in an environment with daily changes in climate.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **RESPONSIBILITIES:**

### **Animal Care**

- Perform the daily cleaning routines of the animal living quarters in accordance with WHS policies and procedures in an efficient and effective manner;
- Assure animals are cared for regarding food, water and living conditions;
- Monitor the health of animals and properly notify management staff of any possible health problems;
- Enter medical concerns into the organization's database;
- Direct questions and concerns from patrons regarding medical issues to veterinary staff or veterinarian;
- Assist with animal restraint for basic medical care, which may include microchipping, vaccinating, parasite treatments and sedation for medical care or euthanasia.

### **Customer Relations**

- Greet all patrons entering the shelter in a professional and courteous manner;
- Ensure that the general public, in person, via telephone and e-mail is assisted in a helpful, professional, and timely manner, providing a high level of personalized customer service;
- Assist in answering phone calls or responding to voicemails throughout the day ensuring all messages are responded to by each business day's end;
- Provide specific information to potential adopters regarding temperament, behavior, age and breed type characteristics of adoptable animals;
- Facilitate meetings between potential adopters and the animals with which they have interest;
- Accurately field questions regarding the organization's services and programs;
- Protect confidential information;

- Explain WHS policy and procedure regarding intakes and ensure understanding;
- Greet intake appointments, provide starting paperwork and notify Intake team;
- Distribute medical, behavioral or personal messages accordingly;
- Assist customers with completing Intake and Adoption forms;
- Process adoptions through agency database;
- Process donations according to established policies;
- Process point of sale transactions.

### **Adoptions / Returns**

- Review adoption applications completion and approval, seek final approval through Supervisor or Manager if needed;
- Once the adoption is approved, perform the adoption process ensuring that all information is up to date and records are accurate;
- Print certificates, adoption contracts and medical history from database;
- Explain basic vaccinations and medical treatments to patrons;
- Perform post adoption follow up calls;
- Process returns of adopted animals when necessary, ensuring positive customer experience and providing alternative options for the adopter.

### **General**

- Organize, prioritize and manage multiple tasks in an often-demanding working environment;
- Ensure policies and procedures are adhered to;
- Attend all staff meetings;
- Attend all department meetings;
- Carry out other duties as assigned;

### **WORKING ENVIRONMENT:**

Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

This job description explains and outlines qualifications and requirements specific to this position. The job description may evolve over time including additions, deletions or further revisions as necessary. Your employment as an **Adoption Specialist** or in any other position at Woods Humane Society is at-will and is for no set term; either you or Woods Humane Society may terminate the employment relationship at any time. By signing below, you indicate that you have a clear understanding of what is required, that you possess the necessary skills,

certification(s), license(s) and /or /permit(s), that you have a commitment to follow through with the duties as outlined and that you are willing to accept changes to the job description as it evolves.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_