

Effective: May 1, 2024

Job Title: Adoption Specialist I

Department: Adoption Program

Reports to: Adoption Program Supervisor(s)

Primary Location: San Luis Obispo Atascadero Both

Travel Required: Yes No

Remote Work Available: Yes No Limited

Employment Type: Full-time (≥ 30 hours/week) Part-time (< 30 hours/week) Temporary On-Call
 Exempt Non-exempt

Schedule: Average 32- to 40-hour work week with weekend, evening and holiday availability



Mission: Our Mission is to rescue and shelter homeless companion animals, promote responsible pet ownership, provide humane education and celebrate the human-animal bond.

Vision: Our Team is dedicated to delivering exceptional customer service, offering the best care within our means to every animal, and treating every individual, whether human or animal, with empathy and kindness. We strive to work efficiently, creating a positive and collaborative work environment that fosters growth and learning.

Working Environment: Work is conducted within an animal shelter environment. This may involve exposure to environmental factors, including temperature fluctuations, elevated noise levels, zoonotic diseases, animal waste, potentially hazardous chemicals or materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects, as well as the possibility of interacting with hostile individuals and handling dangerous or aggressive animals.

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 situations of restraining or moving animals and lifting supplies, materials and equipment;
- 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 in multiple settings both in and out of the clinic/shelter;
- 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.
- May require long hours, including evenings, weekends, and holidays, to ensure the shelter's operation and address emergencies or issues outside of regular working hours.

Mental and Emotional Resilience: Working in an animal shelter requires a commitment to support the animals in our care. This includes challenges of animal welfare, including euthanasia and potentially hostile or difficult situations.

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Job Summary: Under the direction of the Adoption Program Supervisor(s) (APS) the Adoption Specialist I encompasses a multifaceted set of responsibilities providing high-quality animal care, customer service and adoption counseling. This role involves ensuring animals are regularly walked and fed, have a clean living space, monitoring their health and welfare, assisting with microchipping and vaccinations, facilitating meet and greets and animal play groups, as well as offering professional assistance to shelter visitors, processing adoptions, donations and retail sales.

Required Education and Experience:

- High school diploma or equivalent;
- Animal handling and/or customer service experience (any field);
- Possession of a valid unrestricted California driver's license with required auto insurance.

Essential Skills:

- **Mission Dedication & Work Ethic:**
 - Displays an unwavering commitment to Woods Humane Society's mission;
 - Energetic, hardworking, and a collaborative team player;
 - Maintains a positive, enthusiastic, and professional image when representing Woods Humane Society;
 - Ability to handle animals safely with patience and gentleness and a personal commitment to animal welfare;
 - Ability to have unbiased and non-judgmental interactions with the public.
- **Communication & Engagement Excellence:**
 - Strong written and verbal communication skills, capable of conveying information professionally and educationally to diverse audiences, with a commitment to helping others;
 - Ability to clearly articulate the vision, mission, and goals of the organization.
- **Adaptability & Time Management:**
 - Able to thrive in a fast-paced environment, handling multiple tasks under pressure and maintaining energy and enthusiasm through repetitive tasks;
 - Maintains a flexible schedule, including availability for evening and weekend work.
- **Organizational Abilities:**
 - Detail oriented and resourceful;
 - Ability to discern placement of animal files accurately and file in numerical or alphabetical order.
- **Technology Proficiency:**
 - Proficient in technology, including Microsoft Office Suite, and other job-related software and equipment.
- **Compliance with Legal and Regulatory Framework:**
 - Compliance with Federal, State, County & Department animal welfare laws and regulations.
- **Confidentiality:**
 - Handles confidential information with discretion.

Key Responsibilities:

General

- Demonstrate ethical behavior, integrity, and transparency (when possible), in all interactions, maintaining composure and adaptability in the face of challenges and setbacks;
- Actively listen and communicate clearly;
- Leverage technology and tools to streamline processes and enhance productivity;

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Adoption Program

- Ensure proper care and attention is provided to all animals in WHS' custody in accordance with the organizations policies and procedures;
- Perform the daily cleaning routines of animal living quarters in accordance with WHS policies and procedures in an efficient and effective manner;
- Monitor the health of animals and properly notify management staff of any possible health problems;
- Enter medical concerns into the organization's database;
- 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;
- Assist with animal restraint for basic medical care, which may include microchipping, vaccinating, parasite treatments and sedation for medical care or euthanasia.
- Direct questions and concerns from patrons regarding medical issues to veterinary staff or veterinarian;
- Assist customers with completing and any adoption forms;
- Review adoption applications completion and approval, seek final approval through Supervisor or Manager if needed;
- After adoption approval, process the adoption utilizing the shelter database, ensuring all information is up to date and records are accurate;
- Provide all necessary paperwork including certificates, adoption contracts and medical history to the adopter;
- Explain basic vaccinations and medical treatments to patrons;
- Perform post adoption follow up contact;
- Process returns of adopted animals when necessary, ensuring a positive customer experience and providing alternative options for the adopter.

Customer Service

- 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;
- Accurately field questions regarding the organization's services and programs;
- Assist in answering phone calls or responding to voicemails throughout the day ensuring all messages are responded to by each business day's end;
- Explain WHS policy and procedure regarding intakes;
- Greet intake appointments, provide starting paperwork and notify Intake team, assisting with form completion as necessary;
- Distribute medical, behavioral or personal messages accordingly;
- Process donations, payments and refunds according to established policies though Point of Sale (POS) software.

Retail

- Assist with inventory receiving and merchandising of items in the Woods Goods retail store, advising patrons and answering questions regarding items sold;
- Participate in quarterly inventory of all retail items.

Safety

- Compliance with the organizations Safety Policies and Procedures, promptly addressing all safety concerns with any Supervisor on duty.

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Administrative

- Assist in the publicity goals of WHS, including the identification of key stories that may improve or enhance the image of the shelter and its related programs as well as planning for in-house adoption programs and special events;
- Perform general housekeeping within the department and other areas as assigned, ensuring the breakroom and kitchen are clean, organized and stocked;
- Utilizing time-keeping software, accurately record all time worked as well as designated lunch periods. Check time cards regularly to verify accuracy of your entries. Report any discrepancies immediately to your supervisor or the Human Resources department;
- Maintain strict confidentiality with client and donor information;
- Regularly attend all leadership and staff meetings;
- Complete all required and assigned training;
- Carryout other duties as assigned by the Adoption Program Supervisor(s).

Woods Humane Society is committed to fostering, cultivating and preserving a culture of diversity, equity, inclusion and belonging.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievements as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

All employees of Woods Humane Society have a responsibility to treat others with dignity and respect at all times.

This Job Description provides a detailed overview of the qualifications and requirements specific to the designated role. It is important to note that the job description may be subject to periodic updates, including additions, deletions or further revisions as deemed necessary.

Your employment, whether in the mentioned position or any other role at Woods Humane Society, is at-will, with no predetermined term. This means that either you or Woods Humane Society retains the right to terminate your employment relationship at any point.

By signing below, you affirm your clear understanding of the job's requirements, your possession of the requisite experience, skills, certifications, licenses, or permits, your commitment to fulfilling the outlined duties, and your willingness to adapt to changes in the job description as it evolves. Furthermore, you agree to promptly report any discrepancies or concerns related to the job description to your immediate supervisor or the Human Resources Department.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Name: _____

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Supervisor Signature: _____ Date: _____