

## Position Announcement

### Adoption Services Representative

**Posting Closes:** Open until filled  
**Wage:** \$14.19- \$18.71/hr depending on years with the shelter  
**Department:** Customer Service, Union, Hourly position

#### Summary

The Adoption Services Representative is responsible for client care, data entry and various clerical duties. Duties include providing impeccable customer service, imparting accurate information, facilitating the animal adoption process by matching potential adopters with the best possible new companion, reuniting pets with their owners, assuring the well-being of animals in accordance with the five freedoms, maintaining a safe and healthy environment, processing sales transactions, answering phones and keeping precise records. Workers carry out daily assignments; follow through on matters using independent judgment and training to take appropriate actions when dealing with standard recurring situations. The work is performed in office, shelter surroundings and off-site locations. Unusual demands include work subject to frequent interruptions, weekends and/or holidays depending on scheduling needs.

#### Application procedure

Please submit your resume to [careers@thehumanesociety.org](mailto:careers@thehumanesociety.org) stating "ASR" in the subject line

**Position Title: Adoption Services Representative**

Classification: Full-time, Non-Exempt

Work Hours: 40-hours (full-time)

**Summary**

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**Essential Duties and Functions**

- Provide quality customer service to clients, volunteers and co-workers while actively promoting the shelter's mission, services, programs and events
- Answer telephone calls promptly and courteously, providing accurate information
- Facilitate retail sales
- Model and encourage the humane treatment of animals
- Promote donation and give opportunities as appropriate; accept and acknowledge monetary and in-kind donations
- Maintains full knowledge in all aspects of Chameleon adoption, medical and transfer functions.
- Performs animal assessments according to the THS procedures
- Assist clients with animal adoption processes including but not limited to greeting customer, showing animals and adoption counseling at both on and off site locations
- Complete adoption agreements, microchip and insurance registrations and provide and discuss medical history
- Prepares and corrects daily animal reports verifying data entry, animal identification and processing are correctly recorded in Chameleon as well as displayed with and on the animals
- Complete all necessary forms and data entry to process adoptions and RTOs
- Complete timely and accurate computer data entry, ensuring both paper and computer based filing systems
- Maintain materials related to adoptions, education and programs including production and filing
- Responsible for adoption, retail sales and RTO financial transactions
- Prepares daily register receipts verifying data entry in Chameleon is correct and balances with the register receipt
- Responsible for inventory of all adoption counter merchandise
- Maintains the office procedures in accordance with THS policy.

- Is knowledgeable in all office equipment and how to maintain its proper use
- Ensure the lobby and work stations are kept clean, orderly and maintained daily
- Report animal health or behavior abnormalities to Vet Department or Coordinator
- Participate in stress and disease reduction efforts throughout the shelter environment
- Reports proper inventory levels of all adoption department supplies and informs supervisor when reordering is necessary
- Performs all functions related to the sales of donated and retail items in the adoption area
- Performs intake functions, excluding any euthanasia
- Represent the shelter in a positive manner by professional personal appearance
- Ensure a safe work environment, following all safety guidelines and modeling safe work practice
- Performs all functions related to the sales of donated and retail items in the adoption area
- Attend and participate in departmental and shelter meetings. Attend educational venues as recommended/approved.
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal or the organization at risk
- Willing and cooperatively performs other duties as assigned by proper authority, that may not be in specific job description
- Is flexible with scheduling as needed to meet the needs of the organization

### **Required Qualifications**

*To perform this job successfully, an individual must be able to perform each essential duty well. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- High school diploma or equivalent. Prefer the completion of a two or four year accredited college or university with computer training or experience
- Any acceptable combination of education, training and/or experience in animal welfare and/or customer service helpful
- Available to work weekends, holiday shifts and overtime as needed

### **Knowledge, Skills, and Abilities**

- Ability to learn various breed identifications of dogs, cats, other domestic and wild animals.
- Outgoing, polite and professional manner.
- Team player, able to work in a fast-pace environment and multi-task.
- The ability to deal with a diverse public on the telephone and in person is required
- Communicate effectively orally and in writing
- The ability to work compassionately with animals that may be fractious and possibly attempt to bite or scratch
- Must have or develop a firm understanding of humane issues and the policies of the shelter with the ability to clearly present this information to the public
- Excellent organizational skills

- Computer skills in a Windows environment preferred including Word, Excel, Power Point and Chameleon

**Mental Demands**

Must have the ability to multi task, prioritize and handle high levels of stress. Position requires excellent organizational skills, as well as high level of accuracy and attention to detail. Must be dependable, have proven ability to meet deadlines and follow detailed instructions without need of constant support.

**Physical Demands**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

While performing the duties of this job, the employee is required to frequently reach with hands and arms. The employee is required to stand, walk, sit, stoop, kneel, or crouch. At times, there may be some duties that require the use of a ladder or step stool. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.