

Position Announcement

Pet Support Counselor

Wage: \$14.99 – 19.67 DOE / Depending on seniority
Department: Outreach, Union, Hourly position

JOB TITLE: Pet Support Counselor
DEPARTMENT: Pet Support
REPORTS TO: Community Services Manager / CFO
SUPERVISES/OVERSEES: None

Position Summary

JOB SUMMARY:

Responsible for the daily interactions with pet owners who are looking for general pet resources, options and information about pet rehoming, surrender, spay/neuter and veterinary assistance. This job requires the ability to work with people in crisis and in times of high stress, anger and frustration.

Application procedure

Please submit your resume to careers@thehumanesociety.org stating “Pet Support Counselor” in the subject line

The Humane Society for Tacoma & Pierce County
JOB DESCRIPTION

JOB TITLE: Pet Support Counselor
DEPARTMENT / CLASSIFICATION: UNKNOWN
REPORTS TO: Pet Support Coordinator / Community Services Manager / CFO
SUPERVISES: None

JOB SUMMARY:

Responsible for the daily interactions with pet owners who are looking for general pet resources, options and information about pet rehoming, surrender, spay/neuter and veterinary assistance. This job requires the ability to work with people in crisis and in times of high stress, anger and frustration.

ESSENTIAL DUTIES & FUNCTIONS:

- Field calls/emails from community members about all pet support needs, to include current community services and the need for pet surrender or rehoming support.
- Monitor calls/emails daily, answer calls/emails in real time, clear voicemail daily.
- Track and manage the daily database of calls.
- Counsel pet owners about pet care, behavior, medical care and offer recourse and information when needed.
- Provide follow up care and support for pet owners.
- Handle pets and conduct pet intake exams during surrender appointments.
- Process applications for spay/neuter assistance.
- Schedule spay/neuter appointments and facilitate reminder, pre-surgery, and follow-up calls.
- Work with volunteers and veterinary staff to support client facing clinic operations.
- Prepare intake and discharge paperwork on clinic day(s).
- Book animals in and out for services on clinic day(s).
- Record, track, and file Pets for Life intake forms. Transfer data to the Pets for Life database weekly.
- Report accurate pet support and spay/neuter numbers monthly to the Director of Community Services.
- Support Pet Support Coordinator with facilitation of rescue transfers as needed.
- Promote a positive image of the shelter through positive public relations.
- Excel at customer service and provide all customers, outside partners and those doing business with the shelter with a positive and rewarding experience.
- Able to work with pet owners who are in crisis and utilize de-escalation skills to help meet the needs of the pet owner.
- Establish and maintain effective and cooperative working relationships with staff members, volunteers, and other departments.
- Assist with Humane Education duties as needed.
- Other duties as assigned.

MINIMUM 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.

- Available to work weekends.
- Available to work holiday shifts and overtime as needed.
- 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.
- Must have excellent written and verbal communication skills.
- Computer skills in a Windows environment preferred including Word, Excel, Power Point and Chameleon.
- Must possess a valid and unrestricted Washington state driver’s license with a clean DMV record for the past 3 years.
- Must have the ability to multitask, 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.
- Must be organized and flexible, and able to balance concurrent projects in a dynamic work environment.
- The ability to use critical thinking in challenging or emergency situations.
- Must be organized and flexible, and able to balance concurrent projects in a dynamic work environment.

Education/Certification:

- High school diploma or equivalent. Prefer the completion of a two or four-year accredited college or university with computer training or experience.
- Computer skills in a Windows environment preferred including Word, Excel, Power Point and Chameleon.

Experience:

- Any acceptable combination of education, training and/or experience in animal welfare and/or customer service helpful.
- Veterinary experience preferred.
- Animal behavior and/or training experience preferred.
- Conflict resolution skills or training helpful.

Knowledge, Skills and Abilities

Knowledge of (B/basic; J/journey; E/expert):

- Math skills (B)
- Speak, read, and write in the English language (J)

Skill and ability to:

	Never	Seldom	Occasional	Frequent	Constant
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		1%-10%	11%-33%	34%-66%	67%-100%
Stand					X
Walk					X
Lift <10 lbs					X
Lift 10-25 lbs					X
Lift 26-50 lbs				X	
Lift 51-75 lbs			X		
Lift 76-100 lbs			X		
Twist				X	
Reach				X	
Push and Pull				X	
Climb			X		
Sit				X	
Vision					X
Hearing					X