**Monmouth County SPCA**

## Position Description

**Feline Adoptions Counselor**

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| **Department:** Adoptions | **Reports to:**  Feline Adoptions Manager |
| **Type:** Full-time/Part-time Hourly | **Shift:**  11:00am to 5:00pm or 7:00pm on set schedule M-F. Weekends required. |

**Summary:** The Adoption Counselor is responsible for working with potential adopters to help them find the right cat for their family. Additionally, they will assist with answering phones and socializing the available cats for adoption

**Duties/Responsibilities:**

Assist the Adoption Manager in the day-to-day operations of the adoption center as well as providing help to other departments, when needed:

* Work with adopters to understand their needs and desires for the new feline companion.
* Facilitate meet and greets with adopters and potential candidates for adoption.
* Socialize the cats when the adoption floor is quiet.
* Monitor the adoption floor to answer questions and guide adopters on their tour.
* Reach out to adopters after the adoption to follow up on how the cat is settling in to the new home.
* Record detailed and informative notes about an adoption conversation on the adoption survey or in Cornerstone.
* Report any medical or behavior concerns witnessed with a cat to the appropriate staff managers.
* Maintain a clean and uncluttered adoption center area to promote a professional atmosphere.
* Clean cat areas when needed (cleaning cat cages, sweeping floor, scooping litter boxes etc.)
* Assist Animal Care with cleaning/feeding cats when needed.
* Answer phone calls and check voicemails when needed

**Qualification/Requirements:**

* Ability to have an open conversation with potential adopters to help them find the right match for themselves and family.
* Superior customer service skills to create a friendly working environment with the public and to build a return clientele of potential adopters.
* Ability to maintain detailed and informative notes.
* Ability to follow up on adoptions in a timely and professional manner.
* Computer literate
* Demonstrated ability to collaborate with coworkers
* Knowledge of Feline Behavior
* Experience handling Felines
* Ability to lift up to 30 pounds and stand for several hours at a time when needed

**Working Conditions:**

Work is performed within various areas of facility including, but not limited to, the adoption center, the feline adoption area, vet tech room, nursery and back holding rooms. All personnel must wear non-slip laced shoes to maintain safety on various surfaces throughout the facility and surrounding areas.