**Monmouth County SPCA**

## Position Description

**Canine Adoptions Counselor**

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| **Department:** Adoptions | **Reports to:**  Adoptions Manager |
| **Type:** Full orPart-time Hourly | **Shift:**  11:00 to 5:00 or 7:00 pm on set schedule M-F weekends required. |

**Summary:** The Canine Adoption Counselor is responsible for creating a welcoming and judgement-free environment for adopters, using excellent customer service techniques and open conversations. Canine Adoption Counselors work with potential adopters to help them find the right dog for their family by actively listening and by providing guidance to facilitate a successful match. Canine Adoption Counselors assist on the adoption floor with keeping kennels tidy by spot cleaning, answering phone calls and emails from potential adopters, and participating in canine dog-dog meets and walks.

**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:

* Actively listen to adopters through open and judgement-free conversations to understand their needs and desires for the new canine companion.
* Introduce adopters and their dogs to the potential candidate for adoption.
* Walk and socialize the dogs when the adoption floor is quiet.
* Assist with behavior enrichment of the dogs when time permits.
* Monitor the adoption floor to answer questions and guide adopters during their visit.
* Field follow-up questions from adopters via email post-adoption, relaying any concerns to the proper departments within the organization.
* 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 dog to the appropriate staff managers.
* Educate the general public and potential adopters about responsible pet ownership without judgement.
* Maintain a clean and uncluttered adoption center area to promote a professional atmosphere.

**Qualification/Requirements:**

* Ability to have an open conversation with potential adopters to help them find the right match for themselves and family by creating a rapport where adopters feel safe in discussing concerns and questions without fear of judgement.
* 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 handle dogs on walks and for meeting potential adopters.

**Working Conditions:**

Work is performed within various areas of facility including, but not limited to, the adoption center, the canine digs, the canine community park and the surrounding outside areas. All personnel must wear non-slip laced shoes to maintain safety on various surfaces throughout the facility and surrounding areas.