



JOB TITLE: **Adoption Counselor**

This position is a crucial part of the adoptions staff. The role collaborates with other team members - particularly the Canine and Feline Leads and assists in making placement recommendations based on all available behavior, medical, and historical information for each animal. This position serves as a key provider of outstanding and compassionate service to clients seeking assistance from NHHS. The Adoptions Counselor is responsible for ensuring a positive experience for prospective adopters and for finalizing all adoption paperwork. This position requires a person with excellent customer service skills and communication and organizational skills as well as a strong knowledge of computers, and a compassionate for animals.

PRIMARY RESPONSIBILITIES

Working as part of the adoption team assisting prospective adopters in the selection of an animal, with the goal of making the best possible match. This includes:

- Supporting and communicating with others who work with the shelter animals
- Enter and maintain records in PetPoint software or any other program we use to track animals
- Ensure all adoption documentation is complete and appropriately retained
- Guide applicants through the adoption process, interviewing welcoming, conversational ways
- Process and review adoption applications, make decisions to finalize or deny, and communicate the decision to the applicant in a courteous and professional manner
- Educate adopters on animal behavior, basic medical care, and training options
- Follow up on adoptions once an animal has been placed in the new home
- Maintain a familiarity with our animal population, including those in foster homes
- Assist in monitoring the health of the animals on an ongoing basis; identifying any medical or behavioral problems rapidly and reporting same to the medical staff
- Assist with the cleaning of animal areas and equipment as needed
- Advise people who are having problems with their pet or wish to surrender their animal to the shelter, with the aim of resolving the situation and keeping the pet in the home
- Other responsibilities as assigned

QUALIFICATIONS:

- A kind and cooperative disposition
- Enjoyment of animals and general desire to ensure their welfare
- Ability to work at a high level in a collaborative environment

- Ability to effectively interface with the public
- Excellent ability to communicate verbally and in writing
- Willingness to respond to organizational needs and animal crisis when needed
- Computer literacy and ability to manage animal care databases.
- Able to bend, pull and lift 40 pounds

WORK ENVIRONMENT: The shelter is a fast-paced, animal-dense environment. There is exposure to cleaning chemicals, fractious animals, and many types of people. Ability to multitask is essential. The ability to maintain confidentiality is

PHYSICAL REQUIREMENTS: Candidate must be able to lift and carry 50lbs; bend and reach; work with a variety of cleaning agents.

SCHEDULE AND COMPENSATION: Part-time or Full-time depending on the needs of the individual and the organization. Schedule offers some flexibility based on the needs of the individual and the organization. Some weekends and holidays are required. Initial salary is equivalent to \$12-\$14.00 hourly based on qualifications. Full-time employment includes paid time off and a competitive benefits package.

To Apply: Email a resume and letter of inquiry highlighting relevant experience to Charles Stanton, Executive Director at Charles@nhhumane.org. Immediate opportunity.