



CHARLOTTESVILLE-ALBEMARLE SPCA JOB DESCRIPTION

Position: Adoption Counselor
Exemption Status: Exempt
Reports to: Adoption Counselor Lead
Revision Date: 4/1/17

Summary

Responsible for ensuring animals are placed in caring, appropriate homes. Delivers excellent customer service, provides empathetic counseling, delivers accurate recording keeping, and maintains a safe and healthy work environment.

Essential Duties and Functions

- Assists members of the public with the animal selection and adoption process, collects and promptly distributes donations, counsel's owner surrenders and returns, conducts meet and greets and home visits, cares for lobby animals, promptly replies to all adoption related messages, and upsells retail items.
- Provides prompt, exceptional customer service delivery and clear communication of services, and maintains both an organized and strategically arranged work space.
- Enters data into shelter database that is prompt, objective, clear, according to existing protocol.
- Works cooperatively with all departments, staff and volunteers, and provides excellent customer service both internally and externally.
- Remains positive and mission focused while under stress.
- Performs other tasks duties as assigned, as requested by the Adoption Counselor Lead.

Physical Requirements and Work Environment

- Ability to lift and transport materials weighing up to 50 pounds.
- Ability to handle animals effectively and humanely.
- Have a high level of manual dexterity.
- The ability to bend and squat.
- The ability to stand for significant periods of time.
- Exposure to disinfectant solutions.
- Subject to animal bites and scratches while handling animals.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.
- Rabies (pre-exposure) inoculations are required or must be waived.
- Must be available to work weekends and holidays as deemed necessary.

Qualifications:

- Associate's Degree preferred
- Animal care experience preferred
- In-depth knowledge of customer service principles and practices required
- Must be highly motivated, with strong communication skills and a professional manner.
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision.
- Valid Virginia Driver's License

Employee Acknowledgement:

Signature of Employee _____ **Date** _____

Print Name: _____