

Adoption Counselor

Adoption Counselor is both a full and part-time position. This position reports to the Adoptions Manager on duty and works closely with other CAAA staff & Management as needed.

POSITION RESPONSIBILITIES

This role is an opportunity for people excited to work with the public and who have a love of animals. This role is vital to the humane daily care of all shelter pets and the successful adoption placement process. In this role you can expect to be responsible for daily animal care, supervising public interactions with shelter pets including both in person and virtual introductions and completing the adoption process. This role assists with the medical and behavioral management of animals, sharing enthusiasm for the organization's mission and programs and educating the public on animal care.

All Animal Caretaking duties apply

- Enthusiastically working w/public in person and on virtual platforms to help interact with animals and find appropriate matches
- Maintaining a clean and welcoming environment in all animal and common areas including supplies and laundry
- Be proficient in shelter cleaning/care protocols
- Participating in the training and socializing needs of animals
- Collaborating, working w/and training volunteers and/or staff
- Assisting with animal intake as requested
- Assisting veterinary staff with direct care as needed

Behavioral Duties

- Recognize and identify animals with social/behavioral needs and work with Lead Adoption Counselors and organization approved trainers to create behavior modification and/or enrichment plans
- Be proactive with creating and maintaining play groups for both species, assist with dog to dog introductions and cat/dog testing of cats/dogs relating specifically to adoption purposes
- Work with team members to ensure enrichment tools are being used and/or behavior modification plan activities are being followed and goal is being met

Adoption Duties

- Assisting visitors with making correct match for individual animal's needs, their family & lifestyle
- Reviewing and approving adoption applications- reference calls, veterinary checks, landlord and home ownership checks
- Counseling adopters on pet behavior- using CAAA approved handouts and positive reinforcement
- Writing adoption biographies, adding photos, recognizing using stages/locations of animals in ppt

- Completing adoption process including counseling of new pet owner, ability to properly explain medical care and conditions as it relates to adoption of pets, printing and emailing materials, records, contracts and processing of payments
- Provide follow up support for post adoption inquiries through both direct response and/or referral to organizational resources and/or departments as indicated by adopter's concerns/questions.

Veterinary Care duties/skills

- Assist with animal restraint for sick and routine care as needed
- Assist with administration of medications/vaccinations/microchips/grooming as needed
- Ability to read and understand medical protocols and ppt records and to properly explain medical issues/care to public

Public Relations & Team work:

- Interact, work with and educate fellow staff members and volunteers so that they can assist with all aspects of animal care and adoption relative to their duties
- Work cooperatively and respectfully as part of team with fellow staff members and management for positive outcome of all animals in the shelter care including regular communication via staff email, logbooks, boards and meetings
- Participate in production of video and photographic images relating to promotional, educational and informational purposes
- Perform other duties as requested by management

Qualities, Experience and Personality Position Requires

- Must have a positive, friendly, and empathetic personality; able to maintain a calm demeanor during busy and stressful situations
- Have good customer service skills- conflict resolution, ability to deal politely and professionally with variety of people
- High school graduate or equivalency
- Physical ability to stand for extended periods of time, lots of bending and moderate to heavy work with the ability to lift 50lbs
- Have a valid MA driver's license in good standing
- Proficient with computers to maintain and process animal care & adoption records, emails and web based calendars and have strong organizational skills

Position is both part-time and full-time, including some weekends, evenings and holidays as needed.

Please send resume and letter of interest to clewis@capeannanimalaid.org