**Adoption Counselor Job Description**

Job Title: **Adoption Counselor**

Job Classification: **Part-time (Hourly) – Non-Union**

Job Relationships: **Reports to Rehoboth Adoption Director**

Major Duties and Responsibilities:

* Develop an ongoing knowledge of each animal in our care. Learn behavioral patterns and socialization needs in order to be able to answer questions about the animal and understand the type of home that would be the best fit
* Review applications to evaluate the compatibility with animal applied for or to make recommendations for possible matches. Contact applicants within 48 hours via phone and email to discuss next steps
* Ability to ask open ended questions about what type of home a potential adopter has, their experience with pet ownership, and what they are looking for in an animal companion.
* Ability to clearly discuss basic animal handling and care for a new pet owner and answer questions.
* Ability to clearly explain the adoption process such as cost, vaccinations, supplies needed/provided, spay/neuter and microchip.
* Ability to clearly explain how to successfully integrate a new pet into a home, including introductions to other animals in the home, based on DHA guidelines.
* Ability to discuss any concerns with potential adopter and recognize the possibility of having to decline an applicant due to it not being a good fit for the animal
* Answer phones, check voicemail and return calls to assist the community with needs relating to the adoption process, animal welfare, donations, events and information on our organization
* Greet all guests with an open mind and friendly demeanor with the goal of creating a lasting positive experience regardless of their reason for visiting
* Process adoptions and other transactions in ShelterLuv
* Keep lobby clean and free of clutter, organize donations as needed
* Assist with transport days by unloading animals off the van and moving into kennels/condos. Create adoption folders for each animal with all necessary paperwork.
* Communicate as necessary with volunteers to ensure the safety, well-being and care of all animals, staff and guests
* Follow all DHA protocols and procedures, making sure all documents are accurate and systems kept up to date
* Work with kennel staff and management to ensure a clean, safe and inclusive work environment for all animals and guests
* Performs any other duties as assigned by the Director or Manager
* DHA reserves the right, at its sole discretion, to revise, amend or extend the working hours should the need arise based on organizational requirements

**Knowledge, Skills, Abilities:**

* Strong interpersonal skills required
* Exhibits flexibility and professionalism
* Excellent communications, written and organizational skills
* Shows maturity, good judgment and performs duties in a professional manner
* Demonstrates capability to be a self-starter, facilitator, organizer and innovator
* Ability to operate a personal computer, word processing software, copy machine, facsimile, and answer telephones in the prescribed manner