

Position Description

Position Title: **Adoption Counselor**

Supervisor Title: **Adoption Supervisor**

Major Functions

The function of the Kansas Humane Society Adoption Department is to perform pre-adoption services such as Canine-ality and Feline-ality evaluations on pets for adoption. Perceive all who enter KHS as a potential donor and provide welcoming, high quality customer service regardless of the circumstances. Utilize a conversational open-ended dialog to counsel potential adopters on the selection/needs of their pet. Assist adopters through the pre-adoption process, animal visiting, and adoption completion processes.

Duties and Responsibilities:

1. **Customer Service:** Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances. Must remain calm, flexible, and willing to see other perspectives. Provide recognition and support to both staff and volunteers for their individual contributions to our agency. Assure that every individual who enters our agency is recognized and treated as a potential donor.
2. **Program Implementation:** Participate in the review and implementation of the ASPCA Meet Your Match Program to assure program integrity. Assist with and participate in both the development and implementation of special adoption events.
3. **Adopter Education:** Remain current in humane animal husbandry. Promote open conversations between counselors and adopters so that potential adopters are provided with the resources to be successful pet owners based on their individual needs. Support the implementation of an open adoption program and implement post-adoption call back program to enhance the likelihood of successful adoptions.
4. **Quality Assurance:** Assure that the Kansas Humane Society adopts quality physically and behaviorally healthy pet animals by continuously monitoring the physical and behavioral health of all pets available for adoption. Meet the needs of pets who display signs of illness accordingly. Adopters of pets who have minor medical or behavioral issues will be fully informed of the animal's condition(s) as well as potential implications the condition(s) may have upon the pet in the future. Provide enrichment for pets housed in the Adoptions Area.
5. **Training:** Participate in staff training and development opportunities. Participate in special events/projects, and cross training programs as needed.

Position Specifications:

Required: This position requires a high degree of customer service skills, flexibility, and a willingness to develop conflict resolution abilities. A respect for the human/animal bond is a must. Must have the ability to exercise good judgment and make independent decisions with limited supervision.

Desired: A background in a care-giving or customer service field. Should prefer and have the ability to cope with physically and emotionally demanding work.

Work Conditions: May work in area with high noise level, occasional foul odors, and challenging customers. Physical requirements for the position include standing, walking, lifting (50 lbs), carrying (50 lbs), pushing (50 lbs), pulling (50 lbs), climbing, balancing, stooping, kneeling, crouching, crawling, reaching overhead, handling, seeing, depth perception, and color vision.

Work Hours: : This is a full time hourly position; weekends and some holidays required. Work hours may be extended as necessary to include special adoption events, trainings or meetings. Starting wages are \$8.66/hour.