



Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.

Job Title: Adoption Counselor

Department: Adoption Center

Position Status: Part-time, Non-Exempt

Reports To: Adoption Manager

Schedule: 9:00 AM – 6:00 PM (16-24 Hours per week)

Starting Salary Range: \$15.00 - \$18.00 per hour (Based on experience)

POSITION SUMMARY:

Adoption Counselors provide a friendly and welcoming environment for potential adopters, volunteers, and community supporters by offering excellent customer service, thorough adoption counseling, and information on community resources.

DUTIES & RESPONSIBILITIES

Including but not limited to:

- Responsible for accepting and sorting donation drop-offs.
- Responsible for maintaining a clean and organized front desk and lobby area.
- Provide general support by answering phone & voicemails and assisting the Adoption Coordinator in replying to general inbox inquiries as necessary.
- Process animal adoptions, returns to owners, and transfers, ensuring all transaction paperwork and computer records are complete and accurate.
- Counsel adopters during the process of selecting a new animal and provide thorough adoption counseling and support.
- Responsible for assisting guests in the kennel and cattery looking to adopt an animal, ensuring safe interactions.
- Must maintain a humane attitude at all times towards the animals in their care.
- Responsible for observing and documenting signs of animal stress, injury, or illness.
- Ability to multitask and tolerate a fast paced and often stressful environment.
- Must show interest and motivation towards personal development, growth and learning with regards to animal welfare; this includes seminars/training and some extra reading and preparations.
- Responsible for regularly training new staff and volunteers.

- Work cooperatively with volunteers to provide quality care, enrichment, and socialization for the animals in our care. Guide volunteers in their tasks to ensure the animals receive consistent and enriching care.
- Participate in adoption and community outreach events when needed.
- Always represent Blue Ridge Humane Society in a professional and friendly manner: in appearance, demeanor and following the behavior expectations for an Adoption Counselor.
- Performs other duties as assigned.

Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date.

Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook as well as in department Standard Operating Procedures.

QUALIFICATIONS, WORK ENVIRONMENT, & PHYSICAL DEMANDS:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School diploma preferred
- Must be knowledgeable about proper handling and restraint of animals.
- Must demonstrate a high level of attendance and punctuality as a condition of continued employment.
- Must share Blue Ridge Humane Society's commitment to animals.
- Strong organizational and customer service skills.
- Proficiency in Microsoft Office applications.
- Ability to function as part of a team and work with volunteers.
- Highly motivated and self-directed.
- Must be comfortable working with animals of varying temperaments in noisy conditions.
- Must be willing to work outdoors in varying temperatures and weather conditions.
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner.
- Excellent verbal and written communication, and problem-solving skills.
- Good judgment when dealing with the public, decision making, and dealing with confidential information. Ability to effectively handle difficult interpersonal situations, including tactfully handling of angry and upset individuals when necessary.
- This position requires that the individual be able to stand, stoop, walk, crawl, kneel, crouch, and sit for periods of time. The ability to lift a minimum of 50lbs. and maneuver large, cumbersome objects. This individual may be working with potential biohazards related to animal exposure (airborne allergens, contact reactions) and may be exposed to animal diseases and/or diseased animals. Must be able to work safely with a variety of cleaning materials.
- This is an essential position supporting animal care requiring possible scheduled attendance on holidays and during emergency conditions, such as inclement weather.

- Must love animals AND people!

Must be willing to give permission for a background check and a DMV report. Must possess a valid, unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

Employee Printed Name

Employee Signature

Date

