

## **Job Title: Adoption Counselor**

**Status:** Non-Exempt, Full-time or Part-time

**Reports to:** Executive Director

**Summary:** Responsible for assisting customers in all services provided by Bangor Humane Society. Must become knowledgeable in animal behavior and in the medical, physical and social needs of domestic pets.

### **Qualifications:**

- Commitment to the mission and philosophies of the Bangor Humane Society.
- Solid interpersonal and communication skills.
- Adequate reading, writing and documentation skills.
- The ability to work a flexible schedule.
- Adequate vision and hearing necessary to perform the essential functions of the job.
- Physical skills, including the ability to run, squat, stoop/bend, kneel, climb stairs, lift at least 50lbs. (or ¼ own body weight) and push or pull against potential resistance.
- High school diploma and previous experience working with animals or in a customer service role is preferred.

The right candidate will present a positive and professional image of the organization when interacting with members of the public, both in person, over the telephone and email.

### **Responsibilities:**

- Strive to place pets with responsible guardians into lifelong homes. Carefully screen and counsel potential adopters, educate the public about responsible pet guardianship and the commitment required in keeping a pet.
- Assist in reducing the number of animals surrendered to the shelter by counseling individuals who are considering giving up their pet. Provide assistance with resolving behavioral problems, educate the public about pet overpopulation and provide information about spaying and neutering.
- Provide environmental and behavioral enrichment to animals in the Society's adoption program to ensure their stay with us is as comfortable as possible. Get to know the individual personalities of animals made available for adoption in order to best match them to a potential home. Participate in the daily care of all animals as directed by management.
- Provide direction to members of the public on any animal related issue by utilizing available resources in the community, including wildlife rescue, approved breed rescues, local veterinarians, animal control and State humane services.

### **Duties:**

- Greet and direct customers during public hours, answer telephones and provide quality customer service.
- Handle animal intakes, complete incoming paperwork and receiving logs, ensure accurate paperwork accompanies animal to receiving areas.
- Introduce the Society's pets to potential adopters, provide counseling on the basics of pet guardianship, veterinary care, proper identification and common behavioral issues with the intention of placing pets into a permanent home with an adopter who has realistic expectations for the pet.
- Handle cash, check and credit card transactions in accordance with organizational policy.
- Photograph animals, write bios for display on our web page.
- Participate in cognitive and environmental enrichment programs designed to decrease stress and to increase the adoptability of the Society's animals.
- Conduct adoption follow ups.
- Clean animal housing areas and feed animals in accordance with shelter protocol.
- Clean dishes, litter pans, sweep/mop floors, wash and dry laundry.
- Participate in training new volunteers.
- Other duties as assigned by management.