

Job Title: Adoption Specialist



Reports To: Adoption Center Manager

Schedule: Varies

FLSA Status: Non-exempt

Type: Full Time

Summary:

The Adoption Specialist is responsible for providing information about the Humane Society of Charlotte's policies and procedures and the animals in the shelters' care, resolving any service problems, providing excellent customer care, making lifelong matches between customers and our pets, completing adoption paperwork, providing post-adoption follow-up, promoting retail sales and collecting and maintaining accurate records.

Essential Duties and Responsibilities Include:

Customer Service

- Provide and maintain exceptional service both in person and over the phone.
- Maintain a positive work environment.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Manages difficult or emotional customer situations; responds promptly to customer needs; meets commitments.
- Speaks clearly and persuasively in positive or negative situations
- Accepts monetary and itemized donations from public.
- Answers questions regarding services and animals for adoption.

Administrative

- Attention to detail.
- Successfully take payments and handle cash accurately and efficiently.
- Maintain and update adoption packet information to ensure new adopters have all appropriate documentation and resources needed for their new pet.
- Perform administrative tasks such as email, phone messages, and compile daily reports and weekly/monthly statistics.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Demonstrate proficiency in use of Microsoft Office Applications by maintaining spreadsheets, word documents and communication through email.
- Data entry including intake of animals, animal and person memos, and medical data entry.
- Assists with the promotion and marketing of our animals through photos, videos, and bios highlighting the individual's needs and qualities

Adoptions

- Utilize Pet Point (shelter software) to complete adoptions.
- Insure data and accuracy of information input to Pet Point (shelter software) and information given during adoptions.
- Provide information and answer questions regarding adoption, medical, or behavior paperwork.
- Involved in ongoing education in the fields of animal care and behavior.
- Make recommendations for sales of products, training classes, and heartworm/flea/tick prevention.
- Attention to detail.
- Taking payments and handling cash.
- Maintain and update adoption packet information as needed.
- Assist in off-site adoption events.
- Assist with taking and uploading adoption photos.
- Maintain and update animal adoption descriptions.
- Facilitate positive interactions with the public by assisting potential adopters during animal visitation through consultation and education
- Prioritize exceptional customer service by ensuring: reasonable wait times for potential adopters; adherence to dress code and professionalism; accurate and timely delivery of information to guests and maintaining a clean, healthy environment.
- Promote successful adoptions and minimize adoption returns by ensuring adopters needs are properly identified and suggest appropriate animals to match those needs
- Make recommendations for sales of products, training classes, and heartworm/flea/tick prevention.
- Utilizes and promotes Fear Free style animal handling, and positive reinforcement training techniques
- Lead off-site adoption events.

Follow-up

- Return daily phone calls, messages and e-mails in timely manner.
- Performs special assignments and other duties as assigned when necessary to ensure smooth day-to-day operations.
- Sends follow-up emails to adopters to check in on their new pet and to offer services available to them post adoption.

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- Preferred: six months to one-year related experience and/or training
- Multi-lingual: English and Spanish preferred
- Excellent communication skills, to include the ability to effectively handle and diffuse high-stress and emotionally charged situations.
- Exceptional verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy.
- Detail oriented and able to develop and execute project plans: prioritize duties, provide timely follow up.
- Computer literate in a Windows environment; proficient in Microsoft Office Applications.
- General knowledge of domestic dogs and cats.
- Ability to be objective, diplomatic and informative.
- Exhibit flexibility and professionalism.
- Basic math abilities; able to present numerical data effectively.

- Must have a great sense of humor and enjoy working in a relaxed office environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 50 lbs
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required.
- Must be physically able to walk and control large dogs

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____