Job Title: Adoption & Client Specialist

Reports To: Adoption Center Manager

Type: Full-Time

Schedule: Thursday - Sunday

FLSA Status: Non-Exempt

Summary:

The Adoptions & Client 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, completing adoption paperwork, providing post-adoption follow-up, promoting retail sales, collecting and maintaining accurate records and making lifelong matches between customers and our pets.

Essential Duties and Responsibilities:

Customer Service

- Provide and maintain exceptional service both in person and over the phone.
- Maintain a positive work environment.
- Greets & direct visitors and potential adopters.
- Disseminates animal care information to visitors and potential adopters.
- 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.
- Operates the call center, receiving & returning calls, triage, and transfer when appropriate; delivers messages to appropriate personnel in timely manner.
- Maintains the lobby and adoption room in a safe, sanitary, and attractive manner.

Administrative

- Perform administrative tasks such as email, phone messages, and compile daily reports and weekly/monthly statistics.
- 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.

Adoptions

- Utilize Pet Point (shelter software) to complete adoptions.
- Ensure 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 with taking and uploading adoption photos as well as updating 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.
- Utilizes and promotes Fear Free style animal handling, and positive reinforcement training techniques.

Retail & Cafe Duties
- Maintain a clean and stocked retail space.
- Maintain and clean the Cat Café areas.
- Alert Team Lead/Manager of low inventory.
- Promote sales and help meet sales quotas.

Volunteers
- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.
- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; train volunteers to assist department.

Foster and Adoption Ambassador
- Assist with scheduling foster pick up and return.
- Utilize Pet Point (shelter software), for the foster program, as needed.
- Communicate with and maintain positive relationships with fosters.
- Communicate effectively the foster programs HSC has to offer.

Follow-up
- Return daily phone calls, messages and e-mails in timely manner.
- Provide follow-up with adopters to ensure their needs are met post-adoption.

Performs special assignments and other duties as assigned when necessary.

Qualifications/Expectations:

- **Preferred:** six months to one-year related experience and/or training.
- Enthusiasm for the mission of the Humane Society of Charlotte and helping people and animals in our community.
- 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 be comfortable interacting with dogs and cats.

- Must have a reliable mode of transportation.
- Must be willing to work flexible hours.
- EOE

Work Environment:

- Exposure to high noise levels and odors.
- Exposure to fumes or airborne particles and toxic or caustic chemicals.
- Risk of exposure to zoonotic disease in the shelter environment.
- The employee should have no known allergies to animals that would prevent them from performing the duties as required.

Physical Demands:

- Must be able to lift & move up to 50 lbs.
- Must be physically able to walk and control large dogs.