



POSITION SUMMARY

Wayside Waifs Inc.

Title: Adoptions Counselor
Reports to: Customer Experience Manager
Updated: December 2016
Status: Non-Exempt, Part-Time
Schedule #1: 26 hours
Wednesday, Friday 1:00pm – 8:00pm (close)
Saturday: 11:00am – 6:00pm (close)
Sunday: 1:00pm -6:00pm (close)

Schedule #2: 30 hours
Thursday & Friday: 12pm – 8pm (close)
Saturday: 10am – 6pm (close)
Sunday: 12pm -6pm (close)

The Mission of Wayside Waifs

Wayside Waifs is a charitable animal shelter whose purpose is to place adoptable companion animals in responsible homes by providing temporary shelter, educating the public, and developing partnerships.

POSITION SUMMARY

To provide the highest quality of customer service to our clients as we assist them in finding an appropriate adoption match. To promote and provide positive interaction between staff, volunteers and the public.

PRIMARY ACCOUNTABILITIES

1. Responsible for all aspects of customer service including greeting and directing customers, adoption counseling, receptionist duties at times and retail sales.
2. Provide outstanding customer service and ensure smooth and efficient operations of all adoptions through:
 - a. Properly and promptly greeting all customers and assisting them throughout their visit.
 - b. Introducing guests to shelter animals, explaining the adoption process, completing the interview (making detailed notes), approving the adoption, and discharging the animal(s).
 - c. Ensure that adopters who aren't finding matches are given alternatives (website, animal holding areas) and are engaged before leaving Wayside.
 - d. Maintaining a high level of communication with Manager and other Team members.
3. Knowledgeable of all available animals and providing adopters accurate information on dogs, cats and small mammals that are available. (Training provided).
4. Ensure compliance with all regulatory, safety, security and operational standards related to animal care with respect to the adoptions process.
5. Establish and ensure effective working relationships with co-workers, including managers, other staff, veterinarians and vet technicians, as well as business office staff and Wayside volunteers.
6. Comply with all Wayside Waifs policies, standards and best practices, including a high standard of dependability for promptness and attendance.



POSITION SUMMARY

Wayside Waifs Inc.

PRIMARY TASKS & DUTIES

1. Greet, direct and assist customers with questions about the adoption process and all other Wayside services.
2. Interview and evaluate potential adopters to find an appropriate pet.
3. Work with volunteers to meet the needs of the department.
4. Be familiar with all dogs, cats and small mammals that are available to better advise adopters.
5. Be comfortable working as a counselor for all animals which also includes selling retail product, services, medications and asking for donations at the time of adoption.
6. Perform clerical duties at times such as data entry, filing, copying, and answering the phone
7. Maintain a clean, organized and safe environment for the animals and public at all times. Stock all supplies prior to opening.
8. Conduct financial transactions as required through adoption, return-to-owner, and opening and closing the cash drawer.

ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

- Demonstrate the ability to prioritize tasks, multi-task and manage time wisely as required for success in the position.
- Ability to promote Wayside's animals, products and services effectively.
- Counsel the general public under sometimes stressful situations.
- Communicate professionally with co-workers, management and public at all times- demonstrating an upbeat, team oriented and positive attitude.
- Perform clerical duties such as data entry, answering a multi-line phone system, returning phone calls, filing, making copies as needed, etc.

POSITION REQUIREMENTS

Professional:

- One year of experience in customer service related field preferred.
- Excellent written and interpersonal communication skills, both orally and in writing.
- Computer experience – Windows based – preferred.
- General knowledge of animal welfare helpful.

Physical/Environmental

- May have extended periods of sitting, talking, and listening.
- Lift 50 lbs
- Repetitive bending, stooping, kneeling and similar movements required for purposes of filing, lifting of supplies/animals.
- Must be able to physically restrain dogs weighing 100lbs +
- Noise levels in kennel areas vary.

Education:

- High school graduate or equivalent required.