



POSITION SUMMARY

Wayside Waifs Inc.

Title: Adoptions Counselor
Reports to: Customer Experience Manager
Updated: February 2019
Status: Non-Exempt
Approved by: Vice President of Operations
Schedules: #1 Full Time Position – 39 hours
Sunday: 10:00am to 5:00pm
Tuesday – Friday: 12:00pm – 8:00pm
#2 Part Time Position – 14 hours
Saturday & Sunday 10:00am – 5:00pm

**The Mission of
Wayside Waifs**

Preparing pets and people for the bond of their lives.

We accomplish our mission by protecting and caring for the animals under our watch; by reaching out to the community for love and support; and by teaching others about the profound joy that pets bring to our lives.

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), and processing the adoption.
 - 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. Attending all assigned training and seeking additional training made available to improve your skills, knowledge, and ability to grow and succeed in your career.
5. Ensure compliance with all regulatory, safety, security and operational standards related to animal care with respect to the adoptions process.
6. 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.
7. Cross-training in additional customer roles across the shelter, including Reception, Retail, and Pet Memorial Services.
8. Comply with all Wayside Waifs policies, standards and best practices, including a high standard of dependability for promptness and attendance.

PRIMARY TASKS & DUTIES

- Greet, direct and assist customers with questions about the adoption process and all other Wayside services.



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- Work one-on-one with potential adopters to find an appropriate pet.
- Work with volunteers to meet the needs of the department.
- Be familiar with all dogs, cats and small mammals that are available to better advise adopters.
- Be comfortable working as a counselor for all animals, along with selling retail product, services, Companion Protect pet protection, medications, and asking for donations at the time of adoption.
- Perform clerical duties at times such as data entry, filing, copying, and answering the phone
- Maintain a clean, organized and safe environment for the animals and public at all times.
- Conduct financial transactions as required through adoption, return-to-owner, and opening and closing the cash drawer.

ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

- Must have the ability to be flexible and open-minded with a willingness to consider different ideas and perspectives.
- Uphold and believe in the Mission of Wayside Waifs.
- Embrace the Wayside Waifs Workplace Culture and our philosophy pertaining to adoptions.
- 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