ESSENTIAL DUTIES AND PRIMARY JOB PURPOSE include the following. Other duties may be assigned.

Adoption Counselors are the most public face of the Humane Society of Memphis & Shelby County, setting the tone for our clients’ experiences in the adoption center. This position requires a person with flexibility, public relations skills, and a compassionate spirit. It is essential that the applicant have communication and organizational skills, computer knowledge and a sincere interest in serving both people and animals. The ideal candidate thrives on working collaboratively as part of a team, is willing to pitch in to help others, must be able to manage difficult or emotional customer situations, respond promptly to customer needs and solicit customer feedback to improve service.

REPRESENTATIVE TASKS & MAJOR RESPONSIBILITIES

Duties include but are not limited to:

- Welcome guests with a warm and friendly demeanor
- Answer incoming telephone calls and e-mails. Provide knowledgeable advice including answering questions regarding adoption services, fees, general HSMSC services and general animal welfare resources in Shelby County.
- Assist and participate in the adoption process, including: (1) proactively assisting prospective owners in the selection of animals while promoting the animals to the adopting public, (2) preparing and processing adoption application and contracts, (3) advising new owners of HSMSC contractual requirements, including future medical care and return policy, (4) contacting adopters to follow up with them following adoption and providing supportive resources and counseling as appropriate.
- Accept and process payments - accurately process cash, checks, and credit card payments.
- Educate the public on proper animal handling techniques, basic medical care and training options.
- Handling both dogs and cats in a variety of situations including but not limited to moving animals and introducing them to new people and animals.
- Maintain a familiarity with all shelter animals including animals available for adoption in foster care.
- Assist with off-site adoption events.
- Writing appropriate animal bios.
- Compile daily records required by HSMSC Business Manager through use of PetPoint software.
- Participate in customer service, animal handling and other seminars as assigned.
- Maintain a clean and organized environment including sweeping, mopping, glass cleaning, and other light duties in the adoption center lobby, desks, and public bathrooms.
- Maintain a professional, courteous demeanor with clients, volunteers and employees at all times.
- Must be able to learn and promote the policies and procedures for responsible pet ownership as outlined by the
QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

- High School diploma required and must be 18 years of age.
- Previous customer service and/or public relations experience preferred.
- Must be a team player but also able to handle difficult situations independently.
- Must have animal handling experience. Must be comfortable handling dogs and cats of varying size, age, breed, and temperament.
- Must have a basic knowledge of animal behavior issues and general understanding of animal health-related concerns.
- Must be able to learn to read and interpret basic animal medical records and be able to explain those to potential adopters.
- Must possess excellent communication skills, interpersonal skills, computer literacy, organizational ability and time management skills.
- Must have access to dependable transportation and openness to local travel.
- Must be able to work flexible hours including weekends and holidays. Organization cares for animals 365 days a year, which requires individuals to work evenings, weekends, holidays and/or special events outside of normal work hours.
- Must be able to work special events including, but not limited to Tour for Life, Adoptathon, Fast and Furriest, Walk for the Animals, and Paw Prints.

EMPLOYMENT DISCLAIMER: This job description is not a contract - management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer.

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Employee Signature            Date