



Lead Adoptions Counselor

SUMMARY: The Lead Adoptions Counselor will be primarily responsible for assisting the Senior Adoptions Supervisor in all duties related to the daily operations of the Adoptions Department as assigned, as well as the supervision of all Adoptions Counselors. These responsibilities will vary with the current needs of the Lifesaving and shelter staff, the season of the year, and the individual abilities demonstrated by the employee.

PRINCIPAL DUTIES

- Work directly with the Senior Adoptions Supervisor to plan and implement necessary improvements to Adoptions department processes.
- Responsible for day to day supervision of Adoptions staff, ensuring smooth workflow distribution, adherence to policy, and great customer service.
- Monitor and communicate with Adoption Counselors to ensure that all department and organizational policies and procedures are being followed, and that departmental goals are regularly being met.
- Collaborate with the Senior Adoptions Supervisor to train and develop all new Adoption Counselors, and provide daily support and guidance with any questions or challenges related to adoption processes.
- Coordinate with the Senior Adoptions Supervisor, medical, animal care, behavior, and population departments to ensure that all adoption eligible animals are noted and assigned to Adoption Counselors for promotion to potential adopters.
- Communicate effectively and work courteously with all adopters and all internal and external stakeholders, acting as a primary point of contact for staff questions or concerns relating to the rescue/placement section of the Lifesaving department.
- Perform all duties of the Adoption Counselor position.
- Other tasks as assigned by the Senior Adoptions Supervisor or Director, Programs & Strategic Initiatives.

EDUCATIONAL REQUIREMENTS

High School Diploma or equivalent.

- At least one year of effective animal placement at ACCT Philly or elsewhere.
- Strong written and verbal communication skills.
- Ability to problem solve and work with minimal supervision
- Passion for the mission of ACCT Philly and an ability to articulate it effectively
- Strong interpersonal and organizational skills
- Enjoys interacting with people from a variety of backgrounds and experiences - is an animal loving "people person"
- Demonstrates maturity and discretion
- Ability to train others effectively



IMMEDIATE SUPERVISOR Senior Adoptions Supervisor

HOURS Full-time positions average a minimum of eight (8) hours per day, forty (40) hours per week. Daily hours and days of the week may vary according to the needs of the department. Staff schedules include weekends, night, and holiday work.

INTRODUCTORY ASSESSMENT PERIOD The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the ACCT Philly, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or ACCT Philly may end the employment relationship without notice or prejudice.

EMPLOYMENT There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of ACCT Philly that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either ACCT Philly or the employee, may terminate that employment at any time. The Executive Director has final authority over these decisions and determinations.

FLSA Status: Non-Exempt