Adoption Counselor

Core Responsibilities

With more than 17,000 animals entering ACCT Philly every year, Adoption Counselor is a key part of helping find placement for cats, dogs and critters through adoption. They are responsible for providing a warm, customer-service-focused approach to helping people and pets find their perfect match. The Adoption Counselor is expected to be able to coach and help our adopters navigate through the adoption process including discussion of: fees, medical/behavioral notes, legal requirements, recommendations for integrating a new pet into the household, and any other questions the adopters may have. Retail sales and soliciting donations when appropriate are also a key part in the role. Cleanliness in the presentation of the adoptions area and Welcome Center kennels are part of the daily routine and ensure a great experience for all - animals and humans alike. ACCT Philly believes in finding responsible placement for animals through a people positive, same day adoption experience, and the Adoptions Counselor ensures that each client leaves feeling satisfied about their interaction with our organization and that adopters are matched with the right pet; and with the support needed to set them up for success.

General Customer Service

- Greet all visitors to ACCT Philly verbally with a warm and welcoming tone
- Actively engages in the practice of empathy and non-judgment with all clients
- Multi-task between in-person customers and phone/email customers, in a professional, courteous manner, ensuring communication in a timely manner
- Provide information about ACCT Philly departments and services, as well as other relevant services across the city, to ACCT Philly clients
- Help triage clients' needs, directing them around the shelter and to the appropriate ACCT Philly point people including partners, volunteers, and staff
- Helping clients get animals into or out of the shelter
- Maintains professional personal appearance and neat workspace at all times
- Assists other departments when advised and as needed
- Advise management when a client may need above and beyond service for a successful outcome
- Meet with prospective adopters to determine their needs and work collaboratively to find the right match
- Discuss and provide insight into animals' behavioral and medical profiles, ensuring the potential adopter has clarity around the pets' needs
- Facilitate adoption interactions between potential adopters and animals through direct animal handling and interaction, both indoors and outdoors
- Ensure safe interactions for pets and people by demonstrating exceptional animal handling skills and by providing advice and instruction to new adopters on same
- Perform associated follow-up to ensure long term success for adoption matches, including proactive outreach via phone or email; provide coaching and counseling to resolve issues in adoptive homes
- Collaborate and coordinate enthusiastically with ACCT Philly Volunteers throughout all aspects of the adoption process
- Truly get to know the assigned and selected animals in order to efficiently matchmake animals with adopters.

- Collaborate with coworkers to ensure all adopters have been helped prior to the end of their shift.

Administrative/Other

- Ensure that all animal and person records are accurately updated and entered in the shelter management system
- Take photos and videos of animals to help update profiles and for promotion, and to document great stories and situations to amplify the message and mission of ACCT Philly
- Provide daily kennel maintenance for animals housed within the Welcome Center, ensuring the space provides a great first impression to potential adopters and visitors
- Interact with animals on an ongoing basis to develop knowledge about their needs and personalities
- Write biographies for adoptable animals
- Collect and accurately document relevant fees, and solicit donations and organizational support
- Ensure appropriate cash handling processes and accurate documentation of daily cash.
- Work as part of a team to maintain welcoming lobbies and public spaces that are neat, tidy, and clean
- Answer phones, check voicemails, and return calls
- Other duties and special projects as assigned by management

Work Environment

ACCT Philly is a 24/7 operation and is currently open to the public 10am to 6pm daily including on weekends and holidays, and may have as many as 300 interactions with the public in a given day, including with volunteers and rescue partners. The shelter operates at a fast pace and experiences rapid turnover of clients. While performing the duties of the job, employees are frequently exposed to animal odors and high levels of animal noise.

Hours

Work schedule including days and hours may vary according to the needs of the organization, may include weekends, nights, and holidays. This position is FLSA non-exempt status and eligible for overtime. This is a Union position.

Experience:

- High school diploma or GED required; 6 months paid full-time experience working with dogs or cats such as dog walking, animal care or comparable fields; previous retail or sales experience a plus.

Work Location: In person

Compensation: $18.25 per hour

(Consideration given for previous paid animal care experience)

Signed:_____

Date:_____