Lifesaving Counselor

FLSA Status: Non-exempt

Summary

With an average of 6,000 ACCT Philly animals going to rescue partners each year, the role of the Lifesaving Counselor is a crucial one in ensuring as many animals as possible have appropriate, positive outcomes. As the point of contact for our wide network of rescue partners, our Lifesaving Counselor leverages their knowledge of our animals and the needs of our partners to maximize the benefits of these relationships. They are equal parts animal expert and logistics whiz. Relying heavily on interpersonal interactions, the Lifesaving Counselor is highly organized and a great communicator.

Core Responsibilities

Animal Placement

- Utilizes all available information in animals' records to create compelling asks for support to our rescue partners
- Helps obtain additional information if needed to secure placement, including dog meets, flattering photos, videos that show off animals' personalities, and crafting biographies that help their attributes shine through
- Develops a deep and individualized understanding of our rescue partners' programs so asks can be effectively positioned and animal placement can occur more quickly
- Through positive and compassionate communication helps foster and strengthen relationships with our partners
- Requests or obtains items required to facilitate transfer including veterinary health certificates for interstate transport, medication, additional testing, or behavior assessment, provided they are within the scope of practice at ACCT Philly
- Supports rescue partner activities in selecting animals while onsite at ACCT Philly.
- Walks through shelter daily to get to know animals on site in order to promote them more knowledgeably and efficiently.
- Ages and cares for underage kittens, including feeding and bathing
- Facilitates transport of transferred animals by communicating with transport volunteers

Program Administration

- Accurately documents all relevant information and activities using a variety of tools including departmental spreadsheets, animal records, etc.
- Ensures all waivers and contracts are signed and uploaded/emailed appropriately.
- Support, as needed, in the onboarding of new partners
- Outcomes animals in the shelter software system in an accurate and timely manner
- Helps research potential new partners to grow the program and expand ACCT's life saving capabilities

Other

- Helps spot clean animal housing as needed, when other staff are not available.
- Checks and responds to voicemails and emails thoroughly and professionally
- Maintains professional personal appearance and neat workspace at all times, including regular cleaning of office space.
- Uses programs like Mail Chimp to promote animals to rescues. Promote animals on the population and urgent rounds.

- Work as part of a team to maintain public spaces that are neat, tidy, and clean, including cleaning appropriately during potential disease outbreaks and deep cleaning spaces when necessary.

Qualifications

Ability to excel in a fast-paced, often high stress environment; treats animals and people with respect; is an expert communicator that exudes positivity and a solution oriented approach; is able to handle animals of various species, medical status, and temperament or is willing to learn; can manage shifting priorities and unexpected situations without becoming frazzled; available to modify schedule as needed to meet the needs of the organization; ability to travel occasionally throughout the city and nationally for training, at the organization's expense

Education and Work Experience

High school diploma or equivalent required; 6 months paid full time experience working with dogs or cats such as dog walking, animal care or comparable fields;

Compensation: $18.25 per hour (Consideration given for previous paid animal care experience)

Work Environment

ACCT Philly is a 24/7 operation however it 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. The role of the Lifesaving Counselor is extremely physical and it's not uncommon for a person in this role to walk up to five miles during the course of the average workday.

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.