



POSITION DESCRIPTION

POSITION TITLE: Adoption Counselor

DEPARTMENT: Adoptions

CLASSIFICATION: Non-exempt

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Adoption Supervisor and Shelter Manager

POSITIONS SUPERVISED: None

POSITION PURPOSE

Perceive all who enter KHS as a potential donor and provide welcoming, high quality customer service regardless of the circumstances. Utilize a conversational open-ended dialog to counsel potential adopters on the selection/needs of their pet. Assist adopters through the pre-adoption process, animal visiting, and adoption completion processes.

ESSENTIAL FUNCTIONS

Customer Service: Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances.

Must remain calm, flexible, and willing to see other perspectives. Provide recognition and support to both staff and volunteers for their individual contributions to our agency.

Assure that every individual who enters our agency is recognized and treated as a potential donor.

Program Implementation: Assist with and participate in both the development and implementation of special adoption events.

Adopter Education: Remain current in humane animal husbandry. Promote open conversations between counselors and adopters so that potential adopters are provided with the resources to be successful pet owners based on their individual needs.

Quality Assurance: Assure that the Kansas Humane Society adopts quality physically and behaviorally healthy pet animals by continuously monitoring the physical and behavioral health of all pets available for adoption. Meet the needs of pets who display signs of illness accordingly. Adopters of pets who have minor medical or behavioral issues will be fully informed of the animal's condition(s) as well as potential implications the condition(s) may have upon the pet in the future. Provide enrichment for pets housed in the Adoptions Area.

Training: Participate in staff training, cross training and development opportunities. Participate in special events/projects, and cross training programs as needed.

QUALIFICATIONS

EDUCATION/CERTIFICATION: High School Diploma or Equivalent

REQUIRED KNOWLEDGE: This position requires a high degree of customer service skills, flexibility, and a willingness to develop conflict resolution abilities. A respect for the human/animal bond is a must. Must have the ability to exercise good judgment and make independent decisions with limited supervision.

EXPERIENCE REQUIRED: A background in a care-giving or customer service field, and have the ability to cope with emotionally demanding work.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

TALKING: Ability to speak effectively and communicate clearly,

AVERAGE HEARING: Able to hear average conversations

REPETITIVE MOTION: The employee is regularly required to type, stand, sit, kneel, and squat.

FINGER DEXTERITY: The employee is regularly required to use hands to type.

AVERAGE VISION: Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

PHYSICAL STRENGTH:

- Physical restraining of small and large animals 5lb to 100lb (on occasion)
- Pulled/jolted/jumped on by small and large animals 5lb to 100lb (on occasion)
- Lifting, carrying, pushing, pulling, throwing of 5lb to 100lb (on occasion)
- Stooping to pick up items

- Frequent verbal communication required
- Frequent repetitive motion and lifting up to 30lbs above shoulder height
- Must be able to use both hands for repetitive actions; firm grasp, fine manipulation and typing (8 hours daily)
- Standing, walking, mopping, kneeling on hands and knees, crouching, crawling

WORKING CONDITIONS

Must be able to handle challenging customers calmly and respectfully on a daily basis. Must be comfortable handling dogs, cats, various small mammals, and birds on a daily basis. Noise exposure varies, and often includes barking and other animal vocalizations. Animal waste contact, smells, and visual exposure are prevalent. Exposure to industrial cleaning supplies.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Provide excellent customer service, flexibility, good conflict resolution skills, make decision independently, must have respect for the human/animal bond. Ability to deal with a variety of variables under only limited standardization.

Required to manage awkward, emotional, and sometimes hostile customers for the best customer service possible.

MATHEMATICS ABILITY: Ability to add, subtract, multiply and divide in all units of measure using whole numbers and common fractions.

LANGUAGE ABILITY: Ability to read, analyze, and interpret documents.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.