



Dog Intake Coordinator/Adoption Counselor

PRIMARY RESPONSIBILITIES

It will be the responsibility of the Dog Intake Coordinator/Adoption Counselor to perform canine intakes and adoption counseling services for Butte Humane Society (BHS) under the direction of the adoptions supervisor. Individuals in this classification will perform various tasks related to intaking dogs, counseling potential adopters, administrative duties, customer service, and animal care and handling. Individuals will be expected to provide prompt and courteous customer service as well as conduct themselves in a professional manner. Follow humane animal treatment guidelines and accurately manage animal database.

CHARACTERISTICS

Candidates applying for this position will possess:

- Passion for our agency's mission of finding homes, saving lives and inspiring compassion.
- Proven ability to exercise good judgement when dealing with the public, staff, volunteers, and confidential information.
- A love of animals without bias against specific breeds.
- Strong written and verbal communication skills as well as ability to communicate with people from all backgrounds.
- Ability to maintain a professional demeanor with the public, volunteers, and other staff members.
- Ability to problem solve and face challenging situations in a calm and mature manner.
- Self motivated and proactive work ethic as well as ability to work independently.

DUTIES AND RESPONSIBILITIES

Intake Coordinator (80%):

- With support of management, evaluate animals to determine their eligibility to enter BHS's adoption program, keeping in mind BHS's current shelter population and adoption trends while minimizing the intake of difficult to place animals.
- Coordinate and manage intake appointments with the City of Chico.
- Implement procedures to conduct initial evaluations of animals including health and behavior screenings.
- Coordinate daily animal intake process to ensure consistency and to ensure BHS's animal population is maintained.
- Perform basic veterinary testing procedures (i.e. blood draws, heartworm testing, etc.).
- Perform basic canine behavior testing procedures.
- Administer medications, vaccinations, and other procedures for animals when necessary.
- Communicate effectively with the Doctor and RVT to ensure all animals in the care of BHS are properly treated.
- Report health and temperament observations of animals in the care of BHS.
- Implement performance measures for dogs that need some behavior modification and monitor the progress towards the goals for each dog.
- Help train shelter staff and volunteers on animal behavior and training.
- Oversee and perform enrichment activities and behavior modification.
- Provide counseling and/or training to the general public in regards to companion animal behavior. Respond to adopter inquiries professionally and knowledgeably.

ADOPTION (20%):

- Listen to customers and provide effective responses and remedies to their questions and needs in person and over the phone.
- Counsel potential adopters on adoption process as well as all BHS policies and procedures, educate customers on topics related to adopting shelter animals, evaluate adopter surveys against animal behavior and personality tests using established criteria to create a long lasting human/animal match.

- Commit to a high standard of safety and follow all established safety procedures and protocols. Take immediate action to address any safety concerns that could put a staff member, volunteer, customer, animal, or the organization at risk.
- Solicit donations from customers and accept in-kind donations as needed.
- Basic clerical and administrative tasks such as cash handling, data entry, filing, opening and closing procedures, and keeping a clean and organized work station.
- Socialize and exercise animals, perform and assist with tests related to animal temperament, dispense and administer vaccines and preventatives, and coordinate dog/dog and dog/people meets.
- Cultivate positive client, volunteer, and coworker relations through professional, courteous, and educational interactions.
- Responsible for knowing when animals are available as well as know their personalities and temperament.
- Perform additional tasks given.

PROFESSIONAL PERFORMANCE

- Maintain professional standards of performance, demeanor and appearance at all times.
- Complete tasks and responsibilities in a timely and efficient manner, comply with BHS policies and standards, and meet the requirements of the position.
- Maintain a creative, cooperative approach to the position and seek to bring a constructive, problem-solving mentality to all tasks.

SKILLS, REQUIREMENTS, AND ABILITIES

- 18 years of age or older.
- High School Diploma or equivalent.
- Two (2) years' of verifiable experience working with animals with varying degrees of temperament (preferred).
- Knowledge of Positive Reinforcement training methods and ability to demonstrate its use with shelter dogs.
- Knowledge of animal services and related programs.
- Knowledge in animal health and well-being and nutritional needs.
- Clear and effective verbal and written communication skills are essential.
- Excellent interpersonal skills in dealing with the public and staff; principles of supervision and team building; experience working with volunteers.
- Ability to lift a minimum of 50 pounds, sit/stand for long periods of time, and possess willingness/ability to humanely handle possibly feral cats and large (60+ lbs.), strong dogs in an effective manner.
- Ability and willingness to work in all types of weather.
- At least 3 years of customer service experience.
- Computer literacy and ability to master software as applicable to BHS operations.
- Experience handling and interacting with cats and dogs.
- Veterinary, shelter or rescue experience preferred.

This position description does not imply that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract implied or otherwise, other than an, "at-will," relationship.