

Animal Adoption Counselor

Compensation: \$10.00 /hour to start



Butte Humane Society is seeking an experience, out-going customer service individual for a part-time position as an Animal Adoption Counselor on our Adoptions team. This individual must enjoy interacting with people and be comfortable directing conversation for the purpose of matching pets with their new families. This position has the potential to move into a full-time position. If interested, please submit a resume and cover letter.

ESSENTIAL DUTIES AND FUNCTIONS

- Counsel potential adopters to set expectations, educate, and advise on the responsibilities of animal adoption
- Interview adopters to assess the home environment and provide the best human / animal match for their lifestyle
- Evaluate adopter surveys against animal behavior and personality test using established criteria to create a long lasting human / animal match
- Ability to lead an adopter to decide the best human / animal match for their lifestyle even when their original expectation differs
- Communicate clearly with customers and staff in order to provide a positive BHS brand experience

ADOPTIONS / CUSTOMER SERVICE

- Maintain and communicate BHS values to the public, volunteers, and fellow team members
- Provide education for customers / adopters in areas of: nutrition, humane toys, training, and other areas to foster a lifelong commitment to that animal
- Manage animal database to keep accurate, professional, and legible records, including all forms and data entry of animal information, status, location, etc.
- Solicit donations from customers and accept in-kind donations as needed
- Responsible for cash handling, till balance, plus opening and closing procedures
- Demonstrates an attitude that encourages enthusiasm and support for co-workers from all BHS departments, volunteers, and the public
- Ensure that the lobby and work stations are kept clean and maintained daily; represent BHS brand in a positive manner with a professional personal appearance
- Work cooperatively with all team members, board members, supporters, other partner agencies, and volunteers, recognizing the talent and commitment they bring to BHS
- Provide prompt, professional, and courteous customer service
- Safely conduct animal introductions and ensure safe introduction of animals to family members, especially children
- Perform behavior evaluations on cats / dogs to match adopters to best possible choice

WORK ENVIRONMENT

- Team member performs duties in all areas of BHS facilities
- The environment can be dirty, smelly, noisy, stressful, and demanding
- There is exposure to potentially dangerous chemicals, animals, parasites, infectious disease, and people
- Subject to animal bites and scratches while handling animals
- Regularly lift, carry animals weighing up to 50 pounds
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available
- Work can be physically and emotionally demanding
- Consistent exposure to dead, injured, sick, unruly, vicious, and / or dangerous animals

WORK SCHEDULE

Must be available and willing to work some weekends, evenings, holidays, and attend mandatory training and meetings as determined necessary or desirable by the employer to meet business needs.

REQUIREMENTS

- Ability to lift a minimum of 50 pounds
- High school diploma or equivalent certification
- Strong interpersonal relationship and alliance-building skills
- A minimum of 1 - 3 years of customer service experience
- Comfortable working in the shelter environment
- Willing to accommodate animals in the workplace
- Computer literate and able to master veterinary software as applicable to BHS operations
- Proven ability to exercise good judgment when dealing with the public and staff
- Able to exercise good judgment when dealing with confidential information
- Experience in animal welfare, shelter operations or high volume spay/neuter clinic a plus
- Experience with humane animal handling and restraint techniques of healthy, ill, and feral animals a plus
- Experience in caring for and handling animals in a safe, effective, and humane manner, especially larger and possibly untrained pets a plus

This position description does not imply that these are the only duties to be performed by the employee occupying this position.