



VOLUNTEER POSITION DESCRIPTION ADOPTIONS

TITLE:

Adoption Information Specialist rev. 12/29/2020

MAJOR OBJECTIVE:

- Greet, direct, guide and inform patrons of adoption procedures and answer questions to make the adoption process easier and more efficient.
- Walk with patron through the center and answer questions on particular pets.
- Answer phones and transfer calls as necessary
- Assist Adoption Counselors with other duties as assigned

TEAMWORK REQUIREMENTS:

Will work closely with Adoption Counselors, Adoption Manager in meeting patron service needs and ensuring efficient flow of information in the adoption area.

Will perform other clerical duties and special projects as time permits.

RESPONSIBILITIES:

1. Greet patrons
2. Answer questions
3. Maintain familiarity with current center population
4. Educate patrons on center's programs, services and upcoming events
5. Suggest purchasing items at the centers Critter Corner Pet Store
6. Assist with answering phones and animal database record keeping
7. Assist with creating and printing animal kennel cards and files
8. Print and stock office/administrative forms
9. Prepare adoption folders
10. Assist with adoption follow up process
11. Help with office cleaning
12. Assist with cleaning as needed
13. Assist with "going home" photos and photo waivers

QUALIFICATIONS:

1. Outgoing and friendly
2. Customer service experience
3. Empathetic and engaging personality
4. Excellent communication and social skills
5. Ability to handle stressful situations
6. Ability to project a professional image
7. Computer savvy
8. Must handle all pets in a consistent, positive manner
9. Dedication to the center's philosophies
10. Minimum 16 years of age

11. Must be able to lift 25 lbs.

TRAINING:

1. Attend MSRPAC's volunteer general informational session
2. Attend a 3-hour on-the-job shadowing session with the Adoption Manager
3. Attend Shelterluv training session with Adoption Manager or Adoption Counselor

TIME AND PLACE:

Shifts available Wednesday – Monday, 12pm – 7pm

COMMITMENT:

Minimum of three hours per week for six months

SUPERVISION:

Direct supervision by the Adoption Manager or Adoption Counselor, Indirect supervision by the Volunteer Services manager or coordinator.

BENEFITS:

1. Continuing Education
2. Recognition events
3. Volunteer newsletter
4. 10% discount at Critter Corner Pet Store
5. Personal fulfillment
6. Licks, wags and purrs!