



JOB POSTING NOTICE

POSITION: SHELTER ASSOCIATE
DEPARTMENT: ADMISSIONS, ADOPTIONS, and FOSTER CARE
REPORTS TO: DIRECTOR OF ADMISSIONS, ADOPTIONS SUPERVISOR, and SHELTER MANAGER
STATUS: FULL TIME, NONEXEMPT
DATE: April 22, 2021

POSITION SUMMARY AND MINIMUM QUALIFICATIONS:

This full time position consists of 12 hours as an admissions counselor, 8 hours as an adoptions counselor, and 20 hours as a foster care associate.

The person in this position will:

- Assist the public with the adoption or admission of animals in the SPCA shelter.
- Be responsible for scheduling and processing intake/adoption appointments.
- Interact with customers interested in adopting a pet, screen potential adopters, explain organization policy and procedures, and provide general information to the public in person and by phone.
- Ensure quality client care and adoptions and admissions are completed efficiently and in accordance with shelter policy.
- Enter information into the shelter's computer database, collect adoptions/admission fees and donations.

The person in this position will also:

- Be responsible for assisting with the administration and operation of the foster care program.
- Assign animals to foster homes, maintain paperwork and records data in Petpoint for each fostered animal.
- Be responsible for responding to foster care volunteers about proper care and basic medical concerns of animals in the program.
- Be responsible for scheduling vaccination updates, medical treatments, and surgery appointments for animals in foster care.
- Work closely with Behavior and Research Department staff and volunteers, and Veterinary Services and Animal Care staff members.

The candidate will collaboratively perform duties with great attention to detail and have excellent customer service skills. This people-friendly person will be skilled on computers and adaptable to change.

This individual will participate in creating a thriving culture of philanthropy at the SPCA Serving Erie County by increasing awareness and support of our organization. This is achieved by being knowledgeable and supportive of SPCA programs and events, sharing your passion for service to animals and people within our community, and serving as an inspiration by providing an exemplary level of animal care and guest service.

The successful candidate will possess the following competencies:

- Customer service skills
- Communication skills

- Demonstrate patience
- Problem-solving skills
- Self-disciplined to effectively manage time and tasks between roles

If you are interested in this position and meet the qualifications, please submit your resume to Julie Schultz, Human Resources at julies@yoursPCA.org. Thank you!