



JOB POSTING NOTICE

POSITION: ADOPTIONS COUNSELOR
DEPARTMENT: ADOPTIONS
REPORTS TO: ADOPTIONS SUPERVISOR – KRISSI MIRANDA
STATUS: FULL TIME – HOURLY, NON-EXEMPT
DATE: JANUARY 27, 2022

POSITION SUMMARY AND MINIMUM QUALIFICATIONS:

The person in this position is responsible for assisting the public with the adoption of animals in the SPCA shelter by interacting with customers interested in adopting a pet, screening potential adopters, explaining organization policies and procedures and providing general information to the public in person and by phone, entering information into the shelter's computer database, collecting adoption fees and donations, and working closely with SPCA volunteers. This position works closely with other departments by offering assistance in canine evaluations, meet and greets between shelter dogs and the potential adopter's own dogs, explaining medical records, communicating medical issues, and scheduling appointments.

The candidate will collaboratively perform duties with great attention to detail and can effectively multi-task. This people-friendly person should possess basic computers skills and be adaptable to change while working in a fast-paced environment.

The successful candidate will possess the following competencies:

1. Customer service skills
2. Communication skills
3. Demonstrate patience
4. Problem solving skills
5. Possess basic animal handling skills

The successful candidate 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.

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