

Animal Adoption Counselor

Rutland County Humane Society (RCHS):

765 Stevens Road, Pittsford, VT 05763

HOURS: Tuesday, Wednesday, Thursday, Friday, Saturday – 11:00 pm – 5:00 pm

Job Summary

The Rutland County Humane Society (RCHS), a non-profit animal welfare organization located in Pittsford, VT, is currently accepting applications for a part-time Animal Adoption Counselor primarily to assist in placing homeless animals into quality adoptive homes. The Animal Adoption Counselor position requires working a minimum of 30 hours per week, Tuesday through Saturday from 11 am -5 pm at \$11.00 per hour. The Animal Adoption Counselor applicants must have experience working with dogs, cats, small animals and birds, be a team player, familiar with Microsoft Word, Excel, web based programs, a satisfactory driving record, and a genuine concern for animals. Customer service experience is helpful. For consideration submit a letter of interest and resume to executivedirector@rchsvt.org. No phone inquiries please.

Job Type: Part-time

Salary: \$11.00 /hour

Required license or certification:

- satisfactory driving record

Required education:

- High school or equivalent

Responsibilities Include:

- Being a friendly, motivated animal enthusiast with strong customer service skills to assist public with the adoption of animals at the Rutland County Humane Society in Pittsford, VT.
- Interacting with customers interested in adopting a pet, screens potential adopters, explains organization policies and procedures and provides general information to the public in person and by phone.
- Scheduling spay/neuter or other surgical procedures with local veterinarians and arranges transportation.
- Ensuring quality client care and adoptions are completed efficiently, and in accordance with RCHS policies.
- Maintaining a clean and healthy Adoption Center for visitors and animals.

- Scheduling appointments for surrendering an animal.
- Providing service and guidance as needed to resolve customer concerns.
- Providing excellent customer service at all times both in person and by phone.
- Lifting and moving supplies (cat carries etc.)
- Interacting and handling all sized animals including large, energetic and strong canines.
- Assembling adoption folders.
- Mailing follow up adoption questionnaires and follows up as necessary
- Multitasking in a fast paced environment
- Carrying out directions in accordance with organizations policies and applicable laws.
- Completing other duties as assigned.

Skills Needed:

- Be detail oriented
- Deal with various personality types
- Write and edit well
- Cultivate positive customer, volunteer and co-worker relations through professional, courteous, and educational interactions with all
- Have a working understanding of the dogs and cats available for adoption and provide information to potential adopters
- Practice and encourage the humane treatment of animals
- Provide quality customer service to customers in person and over the phone, volunteers, and staff while actively promoting our mission, services, programs, and events
- Work cooperatively with all volunteers and staff members, recognizing the talent and commitment they bring to the organization
- Work well on a team
- Knowledge of Word, Excel, web based programs, YouTube etc.

In addition, the candidate must demonstrate:

- Excellent interpersonal skills
- Knowledge of basic animal behavior and breeds is extremely helpful
- Commitment to the mission, values, goals, and success of the RCHS.
- A highly motivated, outgoing, polite, and professional manner.
- Ability to be a team player and the ability to work in a fast-pace environment and multi-task.
- Compassion for animals, comfortable working in the shelter environment and willing to accommodate animals in the workplace.

Position Reports to the Executive Director with supervision by the Associate Director

Notes for Applicants

This job description is not intended to be construed as an exhaustive list of responsibilities, duties, and skills required. The RCHS has exclusive rights to alter this job description at any time without notice.

Employees will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.