



**845 West Ridge Road, Gainesville, GA, 770-532-6617, [www.HSNEGA.org](http://www.HSNEGA.org)**

**POSITION: Adoption Center Coordinator**

**REPORTS TO: Shelter Manager**

**GRADE LEVEL: Experienced**

**HOURS: 40+ hours**

**CLASS: Full-time, salaried, exempt;**

### **SCOPE OF POSITION**

The Adoption Center Coordinator assists with overseeing the day-to-day operations of the Humane Society of Northeast Georgia's (HSNEGA) Adoption Center including preparing animals for adoption.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supervise the Adoptions team including coordinating work schedules, evaluating work results, and providing/coordinating training to improve performance. Ensure the team is following protocols and procedures as outlined in the current employee manual and standard operating procedures manual.
- Ensures all paperwork and Pet Point records are properly entered and maintained, such as adoptions, intakes, donations, medical records, cash outs and animal behavior.
- Oversees and ensures the highest quality guest services are offered to all visitors, callers, and email inquiries (internal and external); coordinates customer service training as needed.
- Handles complaints and unsatisfied customers in a professional manner.
- Ensures staff looks presentable with good hygiene and proper attire.
- Assists with inventory including making sure items/stock for resale is properly received, documented, maintained, and organized.
- Ensures that cash outs and money handling is done efficiently, honestly and on time.
- Ensures all areas of the Adoption Center are maintained in a manner that provides staff, volunteers, clients and animals an environment that is safe, healthy, clean and uncluttered.
- Ensures the adoption process is a positive, mutually beneficial experience for potential adopters, visitors, staff, volunteers and animals.
- Oversee appropriate processing of adoptions including regular review/update of all adoption paperwork.
- Develop a working knowledge of all animals available for adoption through hands-on interaction, review of related paperwork, and database information including health/behavioral data and personality.
- Train staff and volunteers to counsel potential adopters in showing animals to prospective adopters and explaining HSNEGA's adoption process to adopters/visitors.
- Make sure animals are moved in a timely manner to the Adoption Center and ready for adoption including placing paperwork on kennels, fitting with collars, and assisting with photos for marketing
- Work with the marketing team to promote adoptable animals as needed.
- Work with the Behavior team on daily enrichment activities.

- Visually monitor adoptable animals on a daily basis, reporting at symptoms or behaviors that may require veterinary intervention to the Shelter Manager or Veterinarian
- Develop program/follow-up schedule and contact owners following adoption to check on pets and advise on any potential problems as needed. Train and oversee volunteers as needed to assist with adoption follow-up.
- Retrieve voicemail messages and emails for the Adoption Department daily, forwarding calls and addressing issues as needed. Answer emails/calls regarding adoption policies or adoptable animals.
- Oversee receiving, stocking and general functions of Bessie B's Pet Store.
- Maintains the highest standards of animal care and welfare at all times in accordance with HSNEGA's policies.
- Ensures staff complies with all safety policies, safe animal handling and OSHA standards.
- Work with the Shelter Manager to provide support in the screening, hiring, training and evaluating of adoption center specialists.
- Responsible for training and supervising volunteers as related to department activities.
- Conduct and participate in meetings with staff to review procedures, discuss workplace issues and share ideas.
- Perform daily duties of Adoption Center Specialist
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in specific job description.

#### ***Physical Requirements and Work Environment***

- Regularly sits at a computer station and operates electronic equipment.
- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Must be able to successfully handle routine and difficult public contacts and have excellent conflict resolution skills.
- Must be able to deal with an often fast paced and changing workload which at times can be stressful.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals.
- Must stand, walk, bend and stoop frequently to perform duties.

#### ***Knowledge, Skills and Abilities***

- Minimum of one (1) year of prior animal welfare experience.
- Associate's degree preferred, but professional experience and certifications may be substituted for education.
- Working knowledge of breeds, diseases, medical conditions, and animal handling and behavior.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrated experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Demonstrated ability to work with different software programs including MS Office.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- Sound judgment and ability to exercise complete discretion when dealing with confidential information.

*This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship*