



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

**POSITION:** Adoption Center Specialist  
**REPORTS TO:** Adoption Center Manager  
**HOURS:** Up to 40 hours; this position may have varying working hours including the ability to work evenings and weekends as needed including Saturdays and Sundays  
**CLASS:** \$14/hr

### **SCOPE OF POSITION**

Adoption Center Specialists provide outstanding customer service, adoption counseling, and education to the general public regarding the Humane Society of Northeast Georgia's (HSNEGA) services and programs and animals.

#### ***Customer Service***

- Greets persons entering HSNEGA with friendly disposition, direct persons to correct destination/staff, and accurately answers questions from public and customers.
- Complies with and supports all HSNEGA policies, procedures, and protocols.
- Assists with counseling potential adopters and complete adoption applications, contracts, and other necessary paperwork.
- Fields general inquiries from the public, always maintaining a calm, courteous and respectful manner.
- Provides adoption counseling and assists adopters with meet & greets. Processes all necessary records and paperwork for adoptions.
- Utilizes the 3 guides to decision making

#### ***Internal Communications***

- Advises appropriate staff about animal medical or behavioral concerns.
- Advises appropriate staff about customer service and/or personnel issues in a discreet and professional manner.
- Monitors inventory of supplies and notify appropriate personnel when supplies are needed.
- Answers questions from other staff and volunteers in a calm and courteous manner.
- Communicates effectively and completely on all documentation.

#### ***Administrative***

- Assists with compiling and maintaining accurate files on all animals.
- Answers multi-line phone systems promptly and professionally, routing calls to the appropriate personnel and providing general information to the public as needed.
- Checks organizational voice mail in a timely manner and distributes messages/forwarding calls as needed to the appropriate recipient.
- Enters and maintains proper documentation on all client and animal records. Provides accurate and thorough data entry and paperwork, including memos and addendums as needed.
- Ensures holds placed on animals are completed accurately and followed up on in a timely manner.
- Checks daily for follow-ups on any pending issues.
- Assists with adoption follow-up calls

- Assists with opening duties and closing duties, including daily financial reconciliation.

#### **Other Duties**

- Restocks and cleans Adoption Center retail/merchandise areas.
- Ensures the cleanliness and organization of assigned work area including daily removal of trash and clutter and restocking of supplies.
- Oversees the ongoing cleanliness of the Adoption Center public areas (eg. waste removal, sweeping, etc.). Employs proper disinfection techniques and animal handling to limit potential disease transmission.
- Reports any broken or damaged equipment in a timely manner.
- Assists with general cleaning as needed.
- Handles all animals in a safe and humane manner.
- Promotes the mental health of the sheltered animals by assisting with behavioral enrichment including but not limited to playgroups, daily enrichment and socialization.
- Provides backup and other support to the Adoption Center Manager as needed/requested.

#### **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 deal with an often fast paced and changing workload which at times can be stressful.

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

- High school or equivalent education with advanced training or experience preferred.
- Bilingual (Spanish-speaking) preferred.
- Computer skills required.
- Excellent customer service, time management, and communication skills.
- Ability to multi-task in an extremely fast-paced environment.
- Understanding of animal welfare, basic veterinary medicine, and animal handling skills a plus.
- Valid driver's license and a good driving record.
- Ability to 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.
- 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*