



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, Animal Services Director

**GRADE LEVEL:** Experienced

**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:** Hourly; salary commensurate with experience

#### **SCOPE OF POSITION**

Adoption Center Specialists support the Adoption Center through providing outstanding customer service, counseling, and education to the general public regarding the Humane Society of Northeast Georgia's (HSNEGA) services and programs. Provides the Adoption Center administrative support, greets and directs visitors, and provides clerical duties as assigned including data processing, answering phones, and scheduling appointments.

#### **Adoption Center**

- Greets persons entering HSNEGA with friendly disposition, direct persons to correct destination/staff, and accurately answers questions from the public, customers and potential adopters.
- Complies with and supports all HSNEGA policies, procedures, and protocols.
- Fields general inquiries from the public, always maintaining a calm, courteous and respectful manner.
- Processes all necessary records, applications, contracts, waivers and paperwork for adoptions.
- Ensures the adoption process is a positive, mutually beneficial experience for potential adopters, visitors, staff, volunteers, and animals.
- Provides adoption counseling and assists adopters with meet & greets.
- Promotes the mental health of the sheltered animals by assisting with behavioral enrichment as appropriate.
- Participates in exercise, socialization, and behavioral training of animals to enhance their adoptability as needed.
- Assists with placing appropriate paperwork on kennels (kennel cards, surgery instructions, adoption guarantee etc)
- Assisting with taking photos for marketing purposes including adding/updating photos to PetPoint and Petfinder on a regular basis.
- Develops a working knowledge of all adoptable animals through hands on interaction, review of related paperwork, and database information including health/behavioral data and personality.
- Assists with supervision of volunteers.
- Ensures a clean, welcoming, and safe lobby and front desk area for customers, both human and non-human/animals.

#### **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 system 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.
- Triage incoming calls and answers, returns, or forwards appropriately and promptly—these may include (but are not limited to) price quotes, surgical complications, adopted animal illnesses, prescription refills, owner request euthanasia, veterinary consult questions, and appointment scheduling.
- 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 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 areas including the daily removal of trash and clutter and the restocking of supplies.
- Oversees the ongoing cleanliness of 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.
- 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 lift and carry 50 pounds safely.
- 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.