



845 West Ridge Road, Gainesville, GA, 770-532-6617, www.HSNEGA.org

POSITION: **Adoption Coordinator**
REPORTS TO: Animal Services Director
GRADE LEVEL: Experienced
HOURS: 40 hours, however, this position may have varying working hours including the ability to work weekends as needed
CLASS: Full-time, hourly; salary commensurate with experience

SCOPE OF POSITION

The Adoption Coordinator assists with overseeing the day-to-day operations of the Humane Society of Northeast Georgia's (HSNEGA) adoption process including providing leadership to adoption counselors and other assigned volunteers, preparing animals for adoption, and assisting with marketing/promoting adoptable animals.

Core Responsibilities

- Ensures all areas of the Adoption Center area is maintained in a manner that safe, healthy, clean, and uncluttered.
 - Maintains an inventory of all adoption supplies including, but not limited to, adoption packet materials and Purina One take-home bags.
 - Oversees receiving, stocking, and general functions for retail items sold in the Adoption Center.
- Ensures animals are moved in a timely manner to the adoption room and are ready for adoption at the time of their move
 - Places appropriate paperwork on kennels (kennel cards, feeding instructions, etc. appropriate signage); ensures all pets have accurate information on their kennel card; fits all canines in large dog room with collars.
 - Adds/updates photos to Pet Point and Petfinder in a recurring, timely manner.
 - Maintains animal records with information which will help place animals into suitable homes including entering observations and behavior notes in the animal management software as needed.
 - Works with Marketing team to promote adoptable animals as needed.
- Ensures the adoption process is a positive, mutually beneficial experience for potential adopters, staff, volunteers, and rescues.
 - Oversees appropriate processing of adoptions including regular review/update of all adoption paperwork.
 - Develops 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.
 - Assists the public with providing information on rescues and helping potential adopters with "meet & greets."
 - Trains staff and volunteers to counsel potential adopters in showing animals to prospective adopters and explaining HSNEGA's adoption process to adopters/visitors.
 - Develops/implements training materials/procedures for adoption counseling based on current industry "best practices" and regularly reviews/updates as needed.

- Oversees adoption holds, making sure they are removed in a timely manner.
- Coordinates, as appropriate, onsite and offsite, adoption specials in conjunction with the marketing department.
- Coordinates and tracks post-adoption communication with adopters to ensure a successful transition for rescues into their new homes and decrease returns through the provision of counseling and other resources.
 - Provides consultation to new adopters via phone, internet or in person regarding post-adoption concerns.
 - Creates training-themed handouts to be distributed to adopters.
 - Develops program/follow-up schedule and contact owners following adoption to check on pet and advise on any potential problems as needed. Train and oversee volunteers as needed to assist with adoption follow-up.
- Works with Animal Care team and senior staff to develop and implement animal enrichment programs for the physical, mental and emotional care, comfort, and well-being of the animals in adoptions.
 - Serves as the lead for the Behavior team, assessing issues and coordinating/communicating behavior plans.
 - Works with Animal Care team to establish and document baseline behavior assessment and document and share information as needed. Makes recommendations on training for the animals once assessed.
 - Assists with training staff on appropriate animal handling including proper handling of difficult animals.
 - Oversees the playgroup program and coordinates all enrichment activities for rescues.
 - Trains/educate staff and volunteers on the proper dog to dog introductions/testing, cat to dog introductions/testing and how best to show animals.
 - Provides ongoing training with staff on working with animals.

Other Duties

- Maintains the highest standards of animal care and welfare at all times in accordance with HSNEGA's policies.
- Collaborates with Animal Care team to ensure the health and welfare of animals including monitoring that animal care and disease control guidelines are being followed.
- Ensures staff complies with all safety policies, safe animal handling, and OSHA standards.
- Assists with creating programs, in accordance with HSNEGA's mission and goals, that promote responsible pet ownership, respect for animals, and safety around animals.
- Responsible for training and supervising volunteers as related to department activities.
- Conducts and participates in meetings with staff to review procedures, discuss workplace issues and share ideas.
- Performs duties of Adoption Center staff as needed.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in the 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 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 two (2) years of prior animal welfare experience.
- Associate's degree preferred, but professional experience and certifications may be substituted for education.
- Working knowledge of breeds, animal handling and behavior.
- 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.
- Experience interacting with the general public and excellent interpersonal skills.
- Bilingual in English and Spanish preferred.

Certificates, Licenses, Registrations

- Must possess a valid and unrestricted driver's license.