



JOB TITLE: Adoption Counselor, Dog Shelter

FULL TIME/PART TIME: Full Time

REPORTS TO: Dog Shelter Manager

LOCATION: 5235 Union Hill Road, Cumming, GA

HOURLY PAY: \$18

POSITION SUMMARY

Furkids, headquartered in Georgia, is a 501(c)(3) nonprofit that operates the largest cage-free, no-kill cat shelter in the Southeast and recently opened a state-of-the-art no-kill dog shelter, the Sutherlin Dog Shelter. Furkids' mission is to rescue homeless animals, provide the best medical care and a nurturing environment, and find them forever homes. Furkids has rescued and altered more than 80,000 animals since its founding in 2002.

The Dog Adoption Counselor facilitates dog adoptions at our main shelter, local events, and from foster homes — providing consistent, quality customer service to clients and animals, proactive adoption matchmaking, and attentive completion of adoption administrative tasks. This is a full-time hourly position.

DUTIES AND RESPONSIBILITIES

- Greet visitors warmly, provide prompt phone/email support, and maintain clean, welcoming public spaces.
- Screen adoption applications per Furkids policy and each dog's needs.
- Maintain the Dog Adoption website, including photos and bios for adoptable dogs.
- Track newly rescued dogs' progress toward adoption.
- Guide potential adopters through matchmaking and the adoption process, including responsible pet ownership and scheduling.
- Collaborate with staff and volunteers to find the best home for each dog.
- Support offsite adoption events as needed.
- Complete adoption-related administrative duties and coordinate across departments to meet animal and patron needs.
- Handle difficult adoption situations (injured/sick animals, application denials, adoptions that fall through) with sound judgment and escalate as needed.
- Assist with general shelter operations, including animal care duties, as needed.

QUALIFICATIONS AND REQUIREMENTS

- Comfortable working confidently in a high-stress, fast-paced environment, independently and as part of a team.
- Flexible, detail-oriented, and able to manage multiple priorities and deadlines.

- Strong interpersonal and customer service skills; comfortable handling dogs of varying size, breed, and temperament.
- Able to communicate professionally with the public, board members, volunteers, donors, and staff, including during difficult conversations.
- Proficient with Microsoft Office, email, and database software; ShelterLuv experience a plus.
- Genuine passion for the Furkids mission and for supporting the public without judgment or bias.
- Available to work weekends and holidays as needed.
- Able to manage the emotional demands of shelter work professionally.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Regularly sits at a computer station and operates electronic equipment.
- Lifts up to 50 lbs unassisted regularly, 50+ lbs assisted.
- Performs strenuous physical activity daily (lifting, carrying, reaching, stooping, bending) and moves throughout the facility.
- May be exposed to deceased, fractious, or aggressive animals; allergens; irate individuals; zoonotic diseases; and unpleasant sights, sounds, odors, or temperatures.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required; Bachelor's degree in business or an animal-related field a plus.
- Fluency in Spanish a plus.
- Minimum one year in a fast-paced customer service role.
- Minimum one year working or volunteering in an animal shelter or related field.

Interested in applying?

Apply here on Indeed and follow up with an email to our Dog Shelter Manager, Daniel Laukka, at Daniel.Laukka@furkids.org.