

Job Description

Job Summary:

Furkids, headquartered in Georgia, is a 501(c)(3) nonprofit charitable organization that operates the largest cage-free, no-kill shelter in the Southeast for rescued cats and Sadie's Place, a no-kill shelter for dogs. The Furkids mission is to rescue homeless animals, provide them with the best medical care and nurturing environment while working to find them a forever home. Furkids heals the whole animal, physically and emotionally, restoring its health and its spirit. Furkids has rescued and altered more than 65,000 animals since its founding in 2002.

The Dog Adoption Counselor's position is to facilitate dog adoptions at our main dog shelter in Alpharetta, at local events, and from foster homes. The Dog Adoption Counselor is responsible for contributing to the achievement of Furkids' objectives by providing consistent and quality customer service to our clients and animals.

The Dog Adoption Counselor will provide excellent customer service for visitors of Furkids by creating a welcoming environment in our shelter, participating proactively in adoption matchmaking, and working as part of a team to complete administrative tasks related to adoptions quickly and with attention to detail.

This is a full-time hourly position.

Duties and Responsibilities:

- Provide excellent customer service for patrons of Furkids by greeting visitors in friendly manner, providing prompt responses via phone and email support, and ensuring cleanliness and pleasant appearance of public spaces.
- Screen adoption applications in accordance with Furkids adoption policies and requirements, as well as the needs of each dog.
- Curate and maintain the Furkids Dog Adoption website by updating photos and bio information for each adoptable dog.
- Track the status of newly rescued dogs on their path to adoption.
- Advise potential adopters through match-making and adoption process, including guidance about responsible pet ownership, animal care and behavior, and scheduling appointments on the adoption calendar.
- Work collaboratively with other staff members and volunteers to determine the best home for each dog
- Support offsite adoption events as needed by the Event Coordinator.
- Work as part of a team to complete administrative duties related to adoptions and collaborate with members or other departments to ensure that animal and patron needs are met in a timely manner.
- As necessary, resolve difficult adoptions situations involving injured or sick animals, denials of applicants, and adoptions that become untenable.

- Demonstrate sound judgment in response to adopter concerns, including coordination with other departments and escalation as necessary.
- Other duties as assigned, including regular participation in shelter operations duties such as customer care and animal care duties as needed.

Qualifications and Requirements:

- Must work collaboratively and with confidence in a high-stress, fast-paced work environment.
- Ability to work effectively, both independently and in a team environment, in an atmosphere of multiple projects, shifting priorities, and deadline pressures. Ability to be flexible, detail-oriented and prioritize.
- Excellent interpersonal skills with a customer service orientation.
- Comfortable handling dogs of varying size, breed, and temperament.
- Ability to communicate in a friendly and professional manner with a variety of individuals representing the public, board members, volunteers, donors, and employees.
- Ability to conduct and handle difficult conversations.
- Computer literacy with proficient use of programs including Microsoft Office programs and email, database management software, and payment processing. Experience with ShelterLuv or Salesforce a plus.
- Passion for the Furkids mission, for caring for all animals regardless of age, breed, temperament, or species, and supporting and educating members of the public, free of judgment or bias.
- Ability to work weekends and holidays.
- Ability to manage emotional aspect of work in an animal shelter environment in a positive professional manner.

Physical Requirements and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Regularly sit at a computer station and operate electronic equipment.

- Ability to work weekends and holidays.
- Ability to lift 50 pounds unassisted regularly, 50+ pounds assisted.
- Ability to be comfortable working with dogs of varying size, breed, and temperament.
- Ability to perform strenuous physical activity daily, including but not limited to: lifting and carrying, reaching, stooping, squatting and bending. Regularly moves about the facilities to coordinate work.
- Due to nature of shelter work, may be exposed to deceased, fractious, or aggressive animals; common allergens; hostile or irate persons; zoonotic or other diseases; unpleasant noises, odors, or sights; and extreme temperatures.

Education and Experience:

- High School Diploma or equivalent.
- Bachelor's degree in business or animal related field a plus.
- Fluency in Spanish a plus.
- Minimum one year of experience working in a fast-paced customer service role.
- Minimum one year experience working or volunteering in an animal shelter or related field.

A resumé and cover letter are required with your application for this position. Please direct all career inquiries to Nick Gentile at nick.gentile@furbkids.org.