

Job description

JOB TITLE: **CAT ADOPTION COUNSELOR** for Non-Profit Organization

FULL TIME/PART TIME: **FULL TIME**

REPORTS TO: **Director of Cat Programs**

LOCATION: **Cumming, GA**

SALARY: \$18 / hour

POSITION SUMMARY

Furkids is the largest no-kill, cage free animal shelter in the Southeastern U.S., saving the lives of more than 5,000 cats and dogs each year. Furkids is located in Atlanta, GA. The Cat 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 Adoption Counselor's position is to greet and assist shelter visitors and potential adopters with a friendly and positive attitude. Other duties include answering phone calls and emails from people who have questions about the adoption process. Adoption Counselors work directly with the public and help potential adopters through the adoption process including screening adopters and asking questions to make sure we are making good matches. The ideal candidate is outgoing and has the ability to provide a positive experience for all shelter visitors.

Reports to

Director of Cat Programs

Qualifications

Should have a minimum of a high school diploma

Must have at least 2 years in customer service. Animal and/or non-profit settings preferred

Able to work a flexible schedule, some weekends included

Must work well with the public, including persons of varied racial, ethnic, cultural, socioeconomic backgrounds, sexual preference, and with individuals who are differently-abled.

Must demonstrate excellent verbal and written communication skills and have the ability to work well in a team

Must be highly organized, motivated and remain flexible under pressure and stress. Attention to detail and ability to set priorities is a must.

Must be proficient with computer skills including a working knowledge of Windows, Microsoft office, Google (email, docs, calendar), and able to learn new programs quickly. Knowledge of shelter management systems is a plus.

Bi-lingual (English/Spanish) a plus

Duties and Responsibilities:

Client and Volunteer Care

- Greet and assist shelter visitors with impeccable customer service

- Communicate and listen with tact and empathy
- Provide information on Furkids policies, values, mission, programs, and events
- Work cooperatively with volunteers and recognize the talent and commitment they bring to the Furkids team

Adoption Counseling

- Willingness and ability to learn about animal behavior, common challenges, and ways to deal with these challenges in order to match adopters with animals and to keep animals in homes
- Impart accurate information in regards to the cats to potential adopters
- Provide behavior information and Furkids approved training techniques to adopters
- Follow adoption guidelines in accordance with Furkids policies and procedures
- Work effectively with adoption counseling team including volunteer adoption counselors

Office Duties

- Assist with answering phones, emails, and inquires
- Assist with database record keeping
- Assist with animal kennel cards and files
- Prepare adoption folders
- Assist with adoption follow up process
- Help with office cleaning
- Assist with updating adoption stat sheet
- File adoption paperwork appropriately after adoption

Location and Hours:

- The Cat Adoption Counselor works in the cat shelter environment. If necessary, will visit our adoption centers within Petco and PetSmart to conduct adoptions and participate in events.
- The Cat Adoption Counselor is a full-time position, requiring office hours of 9:00 am – 5:00 pm (Weekends may be 9:00 – 4:00 pm based off of application needs).

SALARY & BENEFITS

Wage Range: \$18/ hour depending on experience, proficiency/efficiency in job tasks, and ability to work cooperatively while fostering the mission of the organization.

Our employee benefits package includes health insurance, medical insurance, 401K, two weeks paid vacation a year, and personal days off.

Thank you for your interest in pursuing a rewarding career at Furkids Animal Rescue and Shelters.

Interested in this position? Please apply here or send resume to diviya.roney@furkids.org