**Job Title:** Adoptions Associate

**Reports To:** Shelter Management

***Purpose of Position:*** The Adoptions Associate is responsible for cleaning of cages/kennels, assisting with daily animal care, answering phone calls, assisting with adoptions, interacting with the public, processing sales transactions and performing data entry at the Friendship Animal Protective League.

**Qualifications:**

* High school diploma or equivalent
* Excellent interpersonal, oral and written communication skills
* Excellent organizational skills as well as the ability to work in a fast-paced environment and handle multiple tasks at once
* Must possess database management skills and ability to use Microsoft Office (Knowledge of Pet Point a plus)
* Must possess an Ohio driver’s license with an insurable driving record
* Experience working with animals or in animal welfare a plus

**Responsibilities:**

Customer Service:

* Represents the APL in a professional and courteous manner at all times. Provide high quality customer service to customers who visit or call Friendship APL.
* Actively reaches out to and interacts with the general public, specifically talking with prospective adopters in order to make the best possible match.
* Conducts adoptions, provides adoption counseling/animal selection assistance, educates customers about animal care & behavior, reviews adoption applications, interviews applicants in a conversational way, decides to finalize or deny an adoption, enter computer data, completes necessary paperwork and performs follow-up services.
* Work with volunteers to increase adoptions.
* Photograph adoptions and keep record of positive adoption stories.
* Advise people who are having a problem with their pet and/or who want to surrender their pet to Friendship APL. This may occur in person, over the phone or via e-mail.
* Assist clients seeking lost or adoptable animals.
* Willingness and ability to learn Petpoint computer program used to track animals at FAPL.
* Willingness and ability to learn about cat and dog behavior, common issues, and ways to address them in order to make good adoption matches.

Care of Shelter Animals:

* Cleaning of cages/kennels, assisting with daily animal care, including spot cleaning of animal and public areas throughout the day.
* Treating all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance and promoting a humane and caring attitude toward all animals.
* Keeps Supervisors and Animal Care Department informed of behavior or health concerns
* Maintains accurate kennel and computer records.
* Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk.
* Working courteously and cooperatively with other staff members.
* Performs other duties as assigned.

Specific Job Skills:

* Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
* Excellent written and oral communications skills.
* Affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
* Αbility and initiative, working with minimal supervision and direction.
* Maturity, good judgment and a professional personal appearance.
* Ability to read, write and understand English.
* Flexibility, ability to manage multiple tasks.
* Ability to remain pleasant and calm even in stressful situations.
* Ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
* Ability to turn people down, firmly if necessary, without becoming aggressive or unpleasant.
* Familiarity with animals, knowledge of animal behavior, breeds, and handling or experience volunteering or working with a rescue group, humane society, foster care involvement or other animal welfare agency are a plus.
* Comfort and ability to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.

Physical Requirements:

* Physical ability to walk and/or stand on your feet throughout a normal workday required.
* Physical ability to engage in repetitive motions of legs, arms, and hands, to hear, to see, to move animals and goods.
* Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.