



pasadena humane society & spca

Adoptions Counselor

FLSA Classification
Full-Time, Non-Exempt

REPORTS TO: Adoptions Coordinator
DIVISION: Operations
DEPARTMENT: Placement & Customer Care
PROGRAM: Adoptions

JOB DESCRIPTION

SUMMARY/OBJECTIVE

The Adoptions Counselor is to greet prospective adopters and facilitate the adoption process from beginning to end.

SUPERVISORY RESPONSIBILITIES: None.

JOB DUTIES AND RESPONSIBILITIES

- Conduct customer-focused conversations with members of the public who have an interest in adopting a pet. Help adopters find a good match for their families.
- Provide education and information about animals available for adoption in an effort to encourage responsible pet ownership and share information about PHS programs.
- Provide customers with information, as appropriate and known, about sheltered animals, including behavior, age, breed, sex, and medical history.
- Discuss animal behavior and training with adopters.
- Answer questions and provide educational information using great customer service techniques to assist customers with pet ownership needs and to guide them to PHS programs, services, and collateral.
- Socialize animals with potential adopters and other animals as appropriate.
- Respond to email, phone, web, or in-person inquiries regarding placement programs.
- Assist the transfer, foster, employ-a-cat and mobile programs as needed and assigned.
- Assist the behavior department with behavior modification, animal socialization and animal training as appropriate and assigned.
- Identify animal care, behavior and health needs. Document and report to the appropriate department. Work with care department to ensure the highest standards of day-to-day care.
- Assist volunteers in the placement program.
- Educate the public on animal welfare.
- Conduct dog to dog socializations.
- Assist in placing dogs with various transfer partners.



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- Follow up with customers regarding adoption requests.
- Assist with animal behavior modification.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promote positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Address customer complaints.
- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.
- Work as a team member with other departmental managers.
- Perform other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.

SKILLS AND QUALIFICATIONS

- Must be able to screen and interact with prospective adopters.
- Must be able to socialize animals with prospective adopters.
- High school graduate, college graduate preferred.
- Outgoing, customer service-oriented person. Must have positive attitude and sense of humor.
- Tactful and considerate of adopters and co-workers.
- Excellent knowledge of dog, cat, rabbit, and other pet breed characteristics, temperament, training, and handling is a must.
- Computer literate.
- Must be able to lift up to 50lbs.
- Bilingual preferred.
- Must be at least 18 years of age at the time of appointment.
- Proficient in computer applications, including the shelter system, Microsoft suite and email.
- Strong sense of professional judgment and ability to maintain confidentiality.



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WORK SCHEDULE

- Must come to work regularly and on time. Must be available for early hours. Must be able to work early hours according to the needs of the department schedule, including weekends and holidays.

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- 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.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.