

BAY AREA HUMANE SOCIETY

POSITION DESCRIPTION

TITLE: Adoption Center Adoptions/Animal Care Associate

REPORTS TO: Adoption Center Supervisor

GENERAL SUMMARY: Responsible for performing dual duty tasks in adoptions and animal care aspects in a busy retail setting. Perform adoptions, data entry, other clerical and computer support as assigned. Welcome all visitors to the adoption center, answer phone calls and emails, answer inquiries of animals available for adoption, process adoptions of shelter pets. Maintain clean and sanitary conditions in animal housing areas and all areas of the adoption center at all times. Provide food, water, toys, bedding for shelter animals as scheduled. These duties will be performed in a professional and pleasant manner.

RESPONSIBILITIES:

- Animal Care
 - Ensure the well-being and humane treatment of all animals
 - Perform daily cleaning and disinfection of animal housing areas according to BAHS policy
 - Observe all animals for health or behavior concerns; report any concerns to the Adoption Center Supervisor
 - Walk and rotate dogs throughout the day
 - Perform dog/dog interactions as necessary
 - Restock all supplies of the cleaning area assigned after each shift of cleaning
- Adoptions
 - Ensure high quality and exceptional customer service at all times
 - Check emails and answer phone calls in a timely manner
 - Provide adoption information for potential adopters to ensure the best match
 - Maintain and complete accurately all adoption profiles, adoption paperwork, and contracts
 - Learn PetPoint software completing data entry accurately
 - Ensure locations, paperwork, and cage cards are accurately documented and stored
- Perform daily opening and closing tasks
- Maintain a clean and orderly adoption desk, viewing rooms, and cattery room/lobby
- Assist customers viewing and putting animals away
- Ensure the adoption desk and viewing rooms have appropriate supplies available at all times
- Help unload/load dogs, puppies, cats, and kittens from the incoming shelter transport
- Provide accurate descriptions of available pets and information clearly on their kennels

MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS

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

- Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches
- The employee must lift and / or move up to 75 pounds
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus
- Regularly required to sit, talk, and hear
- Regularly required to stand and walk
- Regularly required to use hands and fingers to handle, and reach with hands and arms
- Requires working alone or with minimal supervision. Must be self-motivated
- Requires patience and tact when working with difficult, emotional, or angry people
- Requires speaking and writing effectively and clearly in a professional manner
- Requires clear verbal communication over the telephone and intercom systems to internal and external individuals
- Requires treating people and animals in a pleasant, courteous and professional manner
- Requires ability to work in a team environment and to provide team leadership.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified. The Position description is not a contract for employment and either the employee or the Society may terminate employment any time for any reason. The Bay Area Humane Society is an Equal Opportunity Employer.