



Job Description

JOB TITLE: ADOPTIONS AND BEHAVIOR COUNSELOR
REPORTS TO: SHELTER SUPERVISOR
HOURS: FULL-TIME
WAGE: \$14.42-15.50 PER HOUR

JOB SUMMARY

Provides consistently high standards of customer service to Roice-Hurst Humane Society ("RHHS") customers and adopters, embodying the RHHS values and culture of empathy, as well as a high standard of humane care for all RHHS animals as outlined in the Standard Operating Procedures manual and state PACFA regulations.

ESSENTIAL JOB RESPONSIBILITIES

- Ensures animal housing areas are kept clean and sanitary, and follows daily procedures for shelter cleaning.
- Engages potential adopters in conversations to determine lifestyle, wants, needs, and motivations for adopting a pet. Provides basic information about specific animals and animal needs to assist the adopter in choosing the appropriate animal.
- Shows customer(s) dogs and cats in a safe manner.
- Carries out adoption procedures properly and compassionately.
- Follows directives of the Shelter Veterinarian and medical or managerial staff regarding medical needs and dietary restrictions, including the proper administration of medications, and assists with animal intake procedures as instructed. Immediately reports all perceived medical issues, injuries, or mistreatment of animals to the Shelter Veterinarian or veterinary team.
- Provides daily exercise, enrichment, and socialization for both dogs and cats, and implements behavior plans according to the Shelter Pawsitive calendar.
- Safely transports animals to off-site adoption locations and/or events.
- Assists as necessary in behavior evaluations/temperament testing. Records all pertinent behavior observations in animal profiles in shelter software, and reports such observations in daily update emails.
- Adheres to the RHHS behavior training/enrichment schedule.
- Complies with behavior plans, and maintains detailed records of each behavior animal's progression.
- Conducts phone and in-person behavior consults with adopters and members of the public to ensure adopters are equipped for success and to keep pets at risk of relinquishment in their homes when possible.
- Ensures daily completion of cleaning, laundry, dishwashing, and other duties, according to RHHS policies and procedures.
- Checks Mesa County Animal Services ("MCAS") kennels daily (morning and evening) to ensure food and water are supplied, bedding is appropriate, and that

feces are removed. Cleans MCAS kennels weekly or any time an animal vacates a kennel.

- Leaves the shelter clean, organized, and clutter-free at the end of each shift.
- Checks email daily, and responds within 24 hours or passes along as necessary.
- Assists the public by answering questions and being knowledgeable about RHHS policies and procedures.
- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules.
- Performs other tasks as directed by the Shelter Supervisor to ensure the successful operation of the shelter.

ESSENTIAL CUSTOMER AND VOLUNTEER CARE

- Serves as a team member by providing prompt, respectful, and knowledgeable service to customers, volunteers, and the general public. Treats the public with empathy and patience.
- Represents RHHS as a member of the fundraising team, making fundraising asks as directed.
- Maintains adopter, relinquisher, donor, vendor, and customer confidentiality.
- Helps train animal care volunteers as necessary. Assists and oversees volunteers working with animal care.

ESSENTIAL RESPONSIBILITIES – OTHER

- Follows safety guidelines to ensure a safe work environment.
- Complies with RHHS personnel policies.
- Adheres to the RHHS Standard Operating Procedures manual.
- Functions as a cooperative member of the RHHS team and attends regular staff meetings.
- Works in a positive and cooperative manner with volunteers, donors, and staff, recognizing their individual contribution to the success of our organization.
- Reports any maintenance or safety issues of facilities and equipment immediately to the Shelter Supervisor.
- Safely operates the RHHS vehicle(s) and/or personal vehicle to transport animals to and from appointments or between shelters/rescues as needed. Must have a valid driver's license.
- Other duties as assigned.

REQUIRED SKILLS AND TRAITS:

- Models and embodies the RHHS mission, vision, values, policies, and goals in actions and words.
- Must competently use Microsoft Office, including Microsoft Word and Excel; Quickbooks; the Google Suite; Shelterluv shelter software; ClinicHQ; web browsers; and other technology as necessary.
- Must demonstrate leadership and be enthusiastic, self-motivated, team-oriented, and quality-improvement minded.
- Must be professional, flexible, and able to handle difficult and sensitive situations with diplomacy and discretion.

- Must understand and respect confidentiality, think strategically, prioritize, focus, and be customer oriented.
- Must operate RHHS telephone system, computers, and copiers.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must have strong written and spoken English skills.
- Conversational Spanish speaking ability preferred.
- Responds to Daily Reminder email updates daily with pertinent notes from the shift worked.
- Must perform a variety of light tasks, such as sitting and standing, lifting up to 60 pounds occasionally, typing, writing, answering phones, and filing.
- Must work when and where needed by the organization. Must work irregular hours, weekends, holidays, and overtime when necessary.
- Must work alone or with minimal supervision. Must be self-motivated.
- Must work under pressure with public audience and have patience and tact when working with difficult, emotional, or angry people.
- Must work safely around unruly, vicious, sick, injured, or dangerous animals.
- Must work in an environment with elevated noise levels.
- Must not have an allergic condition that prevents the employee from performing any essential function of the position, with or without reasonable accommodation.
- Must handle animals as necessary.

I have read my job description and understand it in its entirety. I agree to perform the listed duties and responsibilities to the best of my ability.

Signed: _____ Date: _____