



POSITION SUMMARY

Wayside Waifs Inc.

Title: Adoptions Counselor
Reports to: Customer Experience Manager
Updated: October 2019
Status: Non-Exempt, Part-Time
Approved by: Vice President of Operations
Schedule: Wednesday and Thursday: 11am-8pm
Friday: 12pm-8pm
Sunday: 10am-5pm
Total: 33 hours

The Mission of Wayside Waifs

Preparing pets and people for the bond of their lives.

We accomplish our mission by protecting and caring for the animals under our watch; by reaching out to the community for love and support; and by teaching others about the profound joy that pets bring to our lives.

POSITION SUMMARY

Seeking an enthusiastic *people oriented* candidate, who exemplifies a passion for delivering excellent customer service to community members utilizing Wayside Waifs' services. This candidate will work one-on-one with potential adopters, assisting them in choosing a companion animal, and will uphold the highest standards of care for animals in the shelter.

***People Oriented*:** *People are the key to fulfilling our mission. Making internal and external community members and their needs a primary focus is expected in all situations. This position interacts with and collaborates with employees at all levels of the organization. Communication occurs through face-to-face, telephone, and electronic interactions and will also include contact with the general public. Communication and contact must be clear, understandable, cooperative, professional and respectful in all circumstances. Employees are expected to actively support a positive team environment, directly address conflict, and appropriately express concerns.*

Responsibilities

1. Responsible for all aspects of customer service including greeting and directing customers, adoption counseling, receptionist duties at times, and retail sales.
2. Provide outstanding customer service and ensure smooth and efficient operations of all adoptions through:
 - a. Properly and promptly greeting all customers and assisting them throughout their visit.
 - b. Introducing guests to shelter animals, explaining the adoption process, completing the interview (making detailed notes), and processing the adoption.
 - c. Ensure that adopters who aren't finding matches are given alternatives (website, animal holding areas) and are engaged before leaving Wayside Waifs.
 - d. Maintaining a high level of communication with Manager and other Team members.
3. Knowledgeable about all available animals and providing adopters accurate information on dogs, cats and small mammals that are available. (Training provided.)
4. Attend all assigned training and seek additional training made available to improve your skills, knowledge, and ability to grow and succeed in your career.
5. Ensure compliance with all regulatory, safety, security and operational standards related to animal care with respect to the adoptions process.
6. Establish and ensure effective working relationships with co-workers, including managers, other staff, veterinarians and vet technicians, as well as business office staff and Wayside volunteers.
7. Cross-training in additional customer roles across the shelter, including Reception, Retail, and Pet Memorial Services.
8. Comply with all Wayside Waifs policies, standards and best practices, including a high standard of dependability for promptness and attendance.
9. Assist in returning stray animals to rightful owners through "Return to Owner" process.



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10. Be comfortable working as a counselor for all animals, along with selling retail product, services, Companion Protect pet protection, medications, and asking for donations at the time of adoption

ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

- **Flexibility** - Must have the ability to be flexible and **open-minded** with a willingness to consider different ideas and perspectives, embracing the Wayside Waifs Workplace Culture and our philosophy pertaining to adoptions.
- **Teamwork** – Ability to work in a fast-paced team environment, effectively problem solving alongside team members throughout the organization.
- **Task Management** - Demonstrate the ability to prioritize tasks, multi-task and manage time wisely as required for success in the position.
- **Communication** – Communicate professionally with co-workers, management and public at all times demonstrating an upbeat, team oriented and positive attitude.
- **Compliance** – Compliance with all Wayside Waifs policies, standards and best practices, including a high standard of dependability for promptness and attendance.
- **Cooperation** - Establish and ensure effective working relationships with co-workers, including managers, other staff, veterinarians and vet technicians, as well as business office staff and Wayside volunteers.
- **Self-Motivated** – Ability to complete work without close supervision.

POSITION REQUIREMENTS

Professional:

- One year of experience in customer service related field preferred.
- Excellent written and interpersonal communication skills, both orally and in writing.
- A passion for the mission of Wayside Waifs.
- Flexibility in scheduling—a weekend day and evenings required.
- Experience with windows based computer programs preferred.

Physical/Environmental:

- Must be able to lift 50lbs to waist-height.
- Repetitive bending, kneeling, stooping and similar movements are also required.
- Must be able to physically restrain dogs weighing up to and including 100lbs.
- Employee is exposed to wet and/or humid conditions and outside weather conditions.
- Significant amount of standing during a typical day, exposure to fumes, animal smells, airborne particles, and hot and cool temperatures.
- The noise level is moderate to high.
- Will be working with and exposed to a variety of animals and animal waste.

Education:

- High school graduate or equivalent required