



POSITION SUMMARY

Wayside Waifs Inc.

Title: Lead Adoption Counselor
Reports To: Customer Experience Manager
Updated on: October 2019
Status: Non-Exempt, Full-Time
Approved By: Vice President of Operations

Schedule – 39 hours:

Tuesday: 11am-8pm
Wednesday: 12pm-8pm
Thursday: 2pm-8pm
Friday: 11am-8pm
Saturday: 10am-5pm
Total: 39 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 and open minded *people oriented* candidate, who exemplifies a passion for delivering excellent customer service to community members utilizing Wayside Waifs services. Candidate will serve in a leadership capacity within the adoptions department, alongside Customer Experience Manager and Assistant Manager. This individual will promote and provide positive interaction between staff, volunteers, and the public and should exemplify strong leadership and problem solving skills. In addition to a commitment to our community members, candidate will uphold 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, occasional reception duties and retail sales.
2. Providing outstanding customer service and ensuring 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 and leading the adoption process, and discharging the animal(s).
 - c. Providing information and assisting guests with additional Wayside services, such as licensing, retail sales, Bark Park sales, etc.
 - d. Ensure that adopters who are not finding matches are given alternatives (website, animal holding areas) and are engaged before leaving Wayside.
3. Lead the customer experience team when Customer Experience Manager and Assistant Customer Experience Manager are not present or available. This includes managing workflow in the adoptions area, providing direction and guidance to counselors and/or volunteers who may need assistance, and working with adopters and/or customers that request or require assistance from an employee in a leadership role.
4. Execute and oversee training program/onboarding of new adoption hires, alongside Manager and Assistant Manager.



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5. Knowledgeable of available animals and providing adopters accurate information on dogs, cats and small mammals that are available. (Training provided).
6. Engage in strategic communication with the Customer Experience Leadership Team.
7. Seek to consistently improve operations within the Customer Experience Department, in combination with the Customer Experience leadership team.
8. Ensure orderly and organized conditions are maintained throughout department, in addition to daily and weekly task lists for the customer experience team.
9. Utilize all Outlook products and Point of Sales system to execute essential business tasks.
10. Assist in returning stray animals to rightful owners through "Return to Owner" process.
11. Cross-training in additional customer roles across the shelter, including Reception, Retail, and Pet Memorial Services.
12. 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.

KEY COMPETENCIES

- **Leadership** - Provide leadership in the establishment and implementation of customer experience business plans, marketing, operational tactics, and goals.
- **Teamwork** - Ability to build consensus and focus within the Wayside Waifs organization, as well as among volunteers and with general public.
- **Problem Solving** – sound decision making in the management of people and animals in a fast paced environment.
- **Flexibility**- Must have the ability to be flexible and **open-minded** with a willingness to consider different ideas and perspectives.
- **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
- **Communication** – excellent written and verbal communication skills.

POSITION REQUIREMENTS

Professional

- 1-3 years experience in customer service role.
- Flexibility in scheduling—weekend day and evenings required.
- A passion for the Mission of Wayside Waifs.
- Excellent computer skills

Education

- High school diploma or GED required.

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.