

Paws4ever

Adoption Center

Adoption Coordinator Job Description

Position Summary:

The Adoption Coordinator is responsible for overseeing all adoption-related functions at the Adoption Center. Primary duties include oversight of adoption process on all platforms - email, phone and in-person, oversight assistance with all guest services, assistance in daily animal care operations, communication assistance with supporting veterinarians, record keeping, assistance with animal intake and assistance with volunteer communication and oversight.

The Adoption Coordinator serves as a representative of the organization to all Adoption Center guests, including but not limited to potential adopters and volunteers. S/he must answer questions and provide assistance as needed while maintaining a positive and professional demeanor. S/he will treat the guests, staff and animals of Paws4ever with respect and maintain a high standard of care as established by the organization and required by law.

The Adoption Coordinator reports to the Adoption Center Manager and ultimately the Executive Director and Board of Directors. Evenings and weekends required.

Principle Functions:

Animal Adoptions and Promotion

- Assist potential adopters in determining a good animal match. Oversee meeting process to ensure safety of animal and guests.
- Review adoption applications
- Oversee adoption counseling
- Oversee adoption process via email, phone and in-person
- Oversee meet-and-greets with shelter dog and any potential adopters' dogs before adoption.
- Work with student interns and volunteers to obtain and post images of adoptable pets to website, social media sites and on animal boards at the Adoption Center. Ensure images are taken and posted in a timely manner and that they meet the quality standards established by the Paws4ever communications team. Ensure animal adoption biographies are appealing, and accurate and that they contain no spelling or grammatical errors.
- Develop and implement animal promotions designed to facilitate adoptions. Coordinate adoption events and assist with special events as needed.
- Maintain accurate and organized adoption records
- Maintain clear and organized schedule of adoption meetings with interested parties
- Train staff members in adoption counseling and adoption process
- Oversee post-adoption communication

Guest Services & Community Relationships

- Greet and provide helpful, pleasant and tailored customer service to all guests based on the reason for their visit. Answer the phone and respond to email inquiries in a timely manner. Proactively solve customer problems as needed. Ensure proper safety policies and procedures are followed by volunteers and guests.
- Establish and maintain a strong, professional relationship with our adopters, rescue partners, veterinarians, volunteers and donors.

Animal Care and Intake

- Assist in the intake procedures of animals from county shelters, partner rescues or community members (through consultation with Intake Coordinator and the Adoption Center Manager). Ensure that animals are tested for temperament and medical concerns and that selected animals meet the Paws4ever selection criteria. Oversee safe and humane transportation of animals to Adoption Center. Upon arrival to the Adoption Center, ensure animals are cared for appropriately. Ensure that the appropriate paperwork is received, created and filed properly.
- Provide quality care for the animals at the Paws4ever Adoption Center and in foster care, including proper nutrition, medication, exercise and attention. Ensure animals' medical needs are addressed promptly and thoroughly, scheduling vet visits as needed. Evaluate all aspects of individual animal care weekly and make adjustments as necessary and communicate updates to staff and volunteers as appropriate.
- Assistance in the maintenance and accuracy of animal records, including medical and behavioral records and online adoption profiles.
- Ensure a positive and stimulating environment for the cats and dogs. Assistance in oversight of enrichment projects as appropriate.
- Oversee interactions among animals. Make determination of which cat room or kennel should be used. Determine which dogs can walk or play together and oversee play groups along with Intake Coordinator.
- Oversee the isolation of animals as required by law or when deemed appropriate and necessary.

Operations & Administration

- Ensure the Adoption Center is cleaned daily as required by law and as indicated by shelter management best practices, and for maintaining an inviting, professional and safe environment at all times.
- Ensure work station(s) are cleaned and organized
- Notify Adoption Center Manager of any issues of concern with building maintenance

- Maintain accurate and neat records of animals. File appropriately. Update records in a timely manner, ensuring all information is correct and there are no spelling or grammar errors.
- Accept and process donations responsibly and accurately. Provide proper documentation of donations to Development Manager.
- Submit all applicable invoices to Business Manager for processing. Regularly monitor the usage and shortage of supplies. Purchase or arrange for the purchase of supplies as appropriate and with Executive Director approval in a timely and consistent manner.
- Serve on committees and attend regular staff meetings and meetings with manager as requested. Be prepared to provide animal care updates.
- Additional duties as required by Adoption Center Manager

Qualifications:

The Adoption Coordinator should demonstrate competence in the following:

- Work in a way that is consistent with Paws4ever values of Compassion, Commitment, Connection, and Curiosity.
- Behave ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and align with the values of the organization.
- Build relationships: Using superior interpersonal skills with the ability to project professional competence, leadership capability and personal maturity, establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Communicate effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques, including but not limited to listening, one-on-one conversation, public speaking, writing, and design.
- Creativity/innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- Focus on stakeholder needs: Anticipate, understand and respond to the needs of internal and external stakeholders to meet or exceed their expectations within organizational parameters.
- Foster teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others through mentoring and motivation to achieve results that are in the best interests of the organization.
- Make decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Plan: Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results.

- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

I agree that I will at all times faithfully, industriously, and to the best of my skill, ability, experience and talents, perform all of the duties required of this position.

Employee Signature: _____

Date: _____

Adoption Center Manager Signature: _____

Date: _____

Executive Director Signature: _____

Date: _____