



Position: Adoptions & Retail Associate

Department: Customer Service

Exempt/Non-Exempt: Non-Exempt, Full Time Position

Immediate Supervisor: Director of Marketing & Customer Service manager

Availability: Team members must be available to work Tuesday - Saturday from 10:30am-6:30pm. This position includes holiday and weekend work.

General Position Summary:

The Adoptions & Retail Associate is responsible for managing the daily operational aspects of the adoption department, Retail Store and Second Chances Thrift Store. Duties include providing excellent customer service with a non-judgmental attitude, processing adoptions by managing related paperwork and processes, and serving as reception assistance for the organization. This position will also assist adopters with finding the correct supplies for their newly adopted animals at our Retail Store and provide excellent customer service or our Thrift Store.

Essential Function/Major Responsibilities:

- Assists adopters with outfitting their new family members with food, harnesses, leashes, toys and more.
- Ensures all appropriate adoption paperwork is completed.
- Collects adoption pictures.
- Maintains cleanliness of Retail & Thrift Store spaces.
- Oversees inventory and set up of merchandise.
- Reviews and oversees daily cash deposits.
- Provides excellent customer service with a positive, non-judgemental attitude to all visitors.
- Provides documentation to donors for monetary or item donations.
- Maintains a professional attitude while working and makes the best use of their time.
- Ensures phone calls are answered promptly and all email and voicemail messages are returned/processed in a timely fashion.
- Ensures messages are disseminated appropriately throughout the organization.
- Ensures files are appropriately maintained and organized. Conducts audits as necessary.
- Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance.

- Fills in for other areas and performs other tasks/functions as needed, including helping other departments such as foster, volunteer, mobile clinic and events.
- Performs an inventory count quarterly.
- Opportunities to learn adoption matching for felines.
- Miscellaneous duties as assigned.

Qualifications:

- Must be at least 18 years of age
- Excellent interpersonal, communication, customer service, and time management skills.
- Genuine affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- Ability to remain calm and de-escalate difficult situations as necessary.
- Ability to multitask.
- Initiative, working with minimal supervision and direction.
- Maturity, excellent judgment, and a professional attitude.
- Ability to read, write, and understand English is required.
- Ability to foster and nurture relationships and public relations beneficial to the organization and our programs.
- Ability to work in stressful and emotional situations and handle them professionally and compassionately.
- Familiarity with companion animals, knowledge of their behavior or experience working with or volunteering with a rescue group, humane society, foster care involvement, or other animal welfare agency is a plus.

Physical Requirements:

- Physical ability to walk and or stand on your feet throughout a normal workday required. Ability to bend and squat.
- Physical ability to engage in repetitive motions of legs, arms, and hands and to hear and see clearly.
- Physical ability to push up to 150lbs and to carry up to 50lbs regularly and independently throughout a regular workday required.
- Allergic conditions, which may be aggravated when handling or working with animals, may be a disqualification.

Working conditions:

Conditions may include working alone, working inside or outside during varying weather conditions, frequent interruptions, and some evenings/weekends meetings and classes.

Educational Requirements:

High school graduation or equivalent required.

Employee Signature

Date

Human Resources

Date