



## **Adoptions Associate**

**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:**

This front facing role serves as the first point of contact for adopters and other guests. This position reviews and approves adoption applications, responds to inquiries via phone, email, and in-person, and guides adopters through the adoption process starting with initial interest all the way through connecting with an Adoption Counselor and finalizing paperwork.

This unique role provides an opportunity for building knowledge and experience in many aspects of animal welfare including animal behavior and temperament, industry standards and best practices, and setting animals up for success with their new families.

The Adoptions Associate is responsible for coordinating daily operational aspects of our various front facing departments. Duties include providing excellent customer service with a non-judgmental attitude, processing adoptions by managing related paperwork and processes, and ensuring the organization provides timely, respectful, and accurate responses to adopters and guests via phone, email, and in-person communications. This position will also assist adopters with finding the correct supplies for their newly adopted animals at our Retail Store

### **Essential Function/Major Responsibilities:**

- Greets and assists interested adopters and finalizes adoptions including completing necessary paperwork, ensures appropriate vaccines and microchips have been received, goes over any relevant medical and behavioral information and provides guidance to set the adopters up for success with their new animal
- Assists adopters with outfitting their new family members with food, harnesses, leashes, toys and more and collects adoption pictures.
- Provides excellent customer service with a positive, non-judgemental attitude to all visitors, upholds Brother Wolf's Open Adoptions Policy which seeks to remove barriers to adoption that do not correlate to better outcomes such as landlord, reference, veterinarian, or credit checks or home visits.
- Receives monetary donations as well as donated items and provides documentation to donors.

- 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.
- Understand, agree with, and live the Brother Wolf mission, values, and vision.
- Fills in for other areas and performs other tasks/functions as needed, including helping other departments such as foster, volunteer, mobile clinic and events.
- Opportunities to learn adoption matching
- 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.

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Employee Signature

Date

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Human Resources

Date