



## **VOLUNTEER POSITION DESCRIPTION ADOPTIONS**

### **TITLE:**

Adoption Information Specialist

### **MAJOR OBJECTIVE:**

- Greet, direct, guide and inform patrons of adoption procedures and answer questions to make the adoption process easier and more efficient.
- Walk with patron through the center and answer questions on particular pets.

### **TEAMWORK REQUIREMENTS:**

Will work closely with Adoption Counselors, Lead Adoption Counselor in meeting patron service needs and ensuing efficient flow of information in the adoption area.

Will perform other clerical duties and special projects as time permits.

### **RESPONSIBILITIES:**

1. Greet patrons
2. Answer questions
3. Maintain familiarity with current center population
4. Educate patrons on center's programs, services and upcoming events
5. Suggest purchasing items at the centers Critter Corner Pet Store
6. Assist with answering phones and animal database record keeping
7. Assist with creating and printing animal kennel cards and files
8. Print and stock office/administrative forms
9. Prepare adoption folders
10. Assist with adoption follow up process
11. Help with office cleaning
12. Assist with cleaning as needed

### **QUALIFICATIONS:**

1. Outgoing and friendly
2. Customer service experience
3. Empathetic and engaging personality
4. Excellent communication and social skills
5. Ability to handle stressful situations
6. Ability to project a professional image
7. Computer savvy
8. Comfortable handling all types, sizes and breeds of cats and dogs
9. Must handle all pets in a consistent, positive manner
10. Dedication to the center's philosophies
11. Minimum 16 years of age
12. Must be able to lift 25 lbs.

**TRAINING:**

1. Attend MSRPAC's volunteer general informational session
2. Attend a 3-hour on-the-job shadowing session with the Adoption Counselor Lead
3. Attend Shelter Buddy Training Class

**TIME AND PLACE:**

Shifts available Mondays and Wednesdays thru Sundays, 12-3:30pm and 3:30-7pm.

**COMMITMENT:**

Minimum of three hours per week for six months

**SUPERVISION:**

Direct supervision by the Adoption Counselor Lead or Director of Operations Indirect supervision by the Volunteer Services manager or coordinator.

**BENEFITS:**

1. Continuing Education
2. Recognition events
3. Volunteer newsletter
4. 10% discount at Critter Corner Pet Store
5. Personal fulfillment
6. Licks, wags and purrs!