

# **Adoption Counselor Job Description**

**Reports to: Adoption Desk Manager**

**Classification: Non-Exempt**

**Date: 1.2022**

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## **West Suburban Humane Society (WSHS) Mission:**

Our mission is to work towards the day when all dogs and cats are loved and cared for and pet owners have access to essential resources so they may enjoy a fulfilling relationship with their pets. In doing so, we strive to:

Provide compassionate care for cats and dogs on their journey to compatible and loving homes.

Engage our community and serve as a resource for a variety of pet-related topics and challenges.

Team with volunteers of all abilities and strengths to build a robust network of support in our community.

Strengthen the human-animal bond through advocacy, humane education and promotion of animal welfare initiatives.

By working together, we can change the lives of the dogs and cats that have forever changed us.

## **Job Objective:**

Focus of position is to provide general information to the public on a daily basis. Answer phones, and emails, process incoming applications, set up meet and greets and perform adoptions.

## **Essential Functions:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions of the job. Other functions, responsibilities and tasks may be assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Responding to phone calls coming into the adoption center during business hours. Communicate accurate information to the public regarding adoption policies, fees, hours, animals available for adoption, etc.
2. Greeting the Public
3. Assisting with Adoptions. This includes processing incoming applications, setting up meet and greets and performing adoptions.
4. Assisting with filing all paperwork related to adoptions

## **Minimum Qualifications:**

The requirements listed below are representative of the minimal knowledge, skills, and/or abilities required for this position.

### Education & Certification:

Bachelor's degree preferred.

### Experience:

2 years of customer service experience. Experience with successfully communicating and working as part of a team are required.

### Skills Necessary to Successfully Perform the Essential Functions of this Job:

Microsoft Word, Excel, Power Point, Outlook and Teams, e-mail.



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Professional etiquette, initiative, creativity, organization, cooperation, delegation, and group/teamwork.

Verbal and written communication for public and individual communication with a diverse set of audiences.

**Supervisory Responsibility:**

None.

**Physical Requirements:**

The physical requirements described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical requirements include: speaking, hearing and vision ability; manual dexterity to enter data, grasp or twist objects; sitting, walking and standing for extended periods of time; occasional bending, stooping, and kneeling; occasional lifting and carrying materials weighing up to 40 lbs.; frequent handling of materials up to 20 lbs.

**Travel:**

None

**Working Conditions:**

Work is performed in a typical office environment. Part-time position. Requires weekend and evening work.

*Your signature below indicates that you have read and understand the job description and agree to perform all functions as assigned.*

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**



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