# Adoption Counselor

The Adoption Counselor is responsible for facilitating adoptions at our Adoption Center while creating a positive experience for prospective adopters. Additionally, the Counselor will advise people who are having a problem with their pet, or wish to surrender their animal, with the goal of resolving the situation in order to keep the pet in the home. Adoption Counselors work either a Saturday from 11-3 or a Sunday from 11-2 shift with a commitment of at least one day each month.

## Primary Duties

- Actively reaching out to, and interacting with, the general public during adoption hours, specifically talking with prospective adopters to find out what they are looking for in a pet.

- Interacting with/getting to know the cats and talking with prospective adopters about them in order to make the best possible match.

- Maintaining a friendly demeanor and providing good customer service while assisting with adoptions.

- Helping pre-approved potential adopters through the adoption process, as well as sharing information about animal care and behavior. Making decisions to finalize or deny an adoption and communicating with the applicant in such a manner that maintains a courteous and friendly attitude even when declining a request.

- Ensuring that all paperwork is completed and all records reviewed with adopter.

- Willingness and ability to learn about cat behavior, common issues, and ways to address them in order to make good adoption matches and to keep animals in homes.

- Assisting with the cleaning of animal areas and equipment as needed during adoption hours, including spot cleaning of animal areas throughout the day and disinfecting cages after adoptions.

- Monitoring the health of the animals during adoption hours, and rapidly identifying any health problems or conditions (medical or behavioral) and immediately reporting them to the Feline Coordinator.

- Following up on adoptions by phone or e-mail once the animal has been placed in the new home and recording information in the cat's manila file.

- Performing other tasks/functions as needed.