ADOPTION COORDINATOR

REPORTS TO: Operations Director

DUTIES

- General
  - Follow all Standard Operating Procedures (SOP's)
- Customer Service
  - To provide the highest level of customer service to all visitors at all times via in-person, telephone, email, social media or other methods of communication.
- Adoptions
  - To perform animal adoptions for those seeking companions using tools and methods at your disposal
  - To assist in matching suitable pets with adopters, through evaluation and best interests
  - Communicating the adoption process, expectations and services provided with adopters
  - To update all pet records on paper and digital to ensure clear and concise information is recorded
- Administrative
  - Collection of all mail, including distribution of mail to relevant parties
  - To manage, forward, respond and/or follow up on all central communications via email, telephone, social media, communication boards and records.
  - To create and issue a daily report to all relevant parties on the day's activities
  - To manage, track and log office supplies inventory, report on low quantities to relevant parties
  - To update, replace or create posters, signs or banners as needed for events, changes, announcements etc.
  - To regularly review and update animal records in the pet management database, including pictures, weights, behavior/personality etc.
- Other
  - To clean and maintain your area of work at all times
  - Assist with moving, loading, unloading of supplies and equipment.
  - Others tasks as assigned

QUALIFICATIONS/EXPERIENCE

- Customer service experience required
- Competent use of IT equipment and programs (MS Word, Excel, Outlook, SharePoint etc.)
- Previous knowledge of Pet Management Databases preferrable
- Knowledge of basic animal behavior and proper methods of animal restraint.
- Able to understand and carry out oral and written directions.

WORKING ENVIRONMENT & PHYSICAL REQUIREMENTS

Work is performed in an animal shelter. Potential for exposure to high noise levels, zoonotic diseases, animal waste, hazardous chemicals, sharp objects and potential hostile persons or dangerous animals.

- Ability to lift and carry objects and animals of moderate weight
- Ability to lift, bend, stoop, kneel, crouch, push and other strenuous activities
- Walking and/or standing for long periods
- May be required to handle difficult animals