

lenawee humane society

Position Title: Adoption Coordinator

Benefits: Negotiable

Starting Salary Range: \$12-14 per hour

Status: Non-Exempt

Working Location: LHS Shelter • 705 W. Beecher St. Adrian, MI 49221

Employment Status: Full Time

Workdays: Tuesday - Saturday

Supervisor: Intake Manager

Supervises: No one

Purpose Of Position

The Adoption Coordinator reports to the Intake Manager and is responsible for making a positive impression with potential adopters to encourage open-ended conversations needed to assist them in finding the right match. The Adoption Coordinator is responsible for scheduling and facilitating all adoption applications and needs.

Responsibilities

Job Responsibilities include but are not limited to:

Adoption (60%)

1. Provide a safe and compassionate environment for animals in our care, our staff and for our clients by using Fear Free handling techniques.
2. Review all adoption applications and inquiries and respond with enthusiasm and compassion within 48 hours.
3. Responsible for approving or denying all adoption applications within 48 business hours of receiving the application.
4. Interview, counsel, and schedule all meet and greets with appropriate matches and help adopters understand when matches aren't appropriate, finding them alternatives if they exist.
5. Conduct adoptions through PetPoint, thoroughly explaining all contracts, medical records and answering any questions the new adoptive family may have.
6. Ensure each family is provided the proper medical information, instructions and medications if needed.
7. Utilize the Memo feature in PetPoint to document any adoptive family possible match, matches that don't work, adopter conversations regarding any issues in the home and so on.
8. Assist Intake Manager with Foster appointments when necessary.
9. Ensure all records are scanned into PetPoint appropriately and in a timely manner.
10. Perform check-ins with adoptive families and resolve any potential issues to prevent returns.
11. Complete all required trainings and paperwork for special adoption events.
12. Participate in adoption events both on and off site.
13. Ensure adoption packets and materials are prepared.

Team and Administrative (30%)

1. As a lobby staff member, you're responsible for ensuring every visitor, customer and donor is greeted within five (5) seconds of walking in the door.
2. Prioritize answering incoming calls for the shelter, routing them to proper extensions when needed, and taking and delivering messages if necessary.
3. Work closely with Shelter Manager and Animal Care Specialists to learn about adoptable animals, ensuring compatible matches.
4. Responsible for giving visitor tours of the cats and meet and greets with the dogs.
5. Responsible for taking adoption photos after all adoptions ensuring the background is free of debris and items for sale.
6. Responsible for making daily adoption post on Facebook.
7. Responsible for updating the adoption number.
8. Responsible for taking any visitor, customer, or donor complaints to a supervisor.
9. Assist in providing public services such as nail trims, baths, etc. according to appointments.
10. Maintain daily phone, email, and social media correspondence (including Facebook messages) with the public for various questions regarding fosters & adoptable animals.
11. Exhibit positive working attitude by demonstrating respect for fellow workers, donors and customers.
12. Attend and assist with fundraising events and activities as needed on and off site.

Housekeeping and Maintenance (10%)

1. Ensure all customer information is kept confidential.
2. Keep working area professional and free from clutter.
3. Assist the Store Associate put donations away.
4. Clean and maintain kennels and facilities when assistance is needed.
5. All other duties as assigned.

Requirements

- Possess a valid Drivers License
- Ability to lift up to 50 pounds, 120 pounds with assistance, stand, squat, bend and climb on a daily basis.
- Must be flexible and able to change assignments when circumstances require.
- Must possess tact and patience necessary to work with the public.
- Ability to attend trainings and educational seminars (whether local or out of town).
- Ability to express and implement rules in regards to adoption and foster procedures.
- Proficient in Microsoft Office, data entry and reporting, and the ability to learn applicable shelter software.

Work Conditions

- Ability to withstand excessive barking at times. May encounter strong odors, including chemicals used for disinfecting.
- Position may create emotional fatigue due to the number of abused and neglected animals entering and leaving the shelter.
- In the event an animal is physically suffering or is deemed a threat to society, the incumbent will be required to perform, witness, or participate in the humane euthanasia process.