



**Peggy Adams**  
ANIMAL RESCUE LEAGUE

**Job Title:** Adoption Coordinator  
**Department:** Adoptions  
**Reports To:** Adoptions & Retail Manager  
**FLSA Status:** Non-exempt, hourly

### **SUMMARY**

Facilitates adoptions of adoption center animals by evaluating both the potential adopter as well as the animal in an effort to find the best possible match. Assists clients with Boutique products and sales. Participates in off-site adoption events or other League sponsored activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Interface with clients in a diplomatic and tactful manner in order to assist with the adoption process
- Must be able to remove personal opinions/views/judgements in order to make the appropriate animal/client match in a professional manner
- Reviews adopter and animal profile to determine suitability following the League's MYM programs
- Data entry of all items relating to the approval of animal adoptions
- Identifies animal needs during the adoption process and makes the appropriate arrangements, if needed, prior to completing the adoption
- Assists Client Services with front desk duties as needed
- Ability to handle cleaning of adoption areas (ie: urine, fecal matter, bodily fluids, dirt and mud)
- Be able to handle and work with dogs and cats of all breeds, size and temperament

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must support the Animal Rescue League's mission, policies and practices

- Must be able to provide accurate information to the public at all times
- Must adhere to the company's dress code
- Must have the ability to deal tactfully and effectively with the public
- Must have good oral and written skills
- General knowledge of care, cleaning and housing of domestic dogs and cats
- Ability to multi-task, organize and perform detailed tasks efficiently and with accuracy
- Ability to be diplomatic and informative
- Maturity, good judgment and a professional disposition
- Ability to follow guidance of the behavior team relating to behavioral modification and training
- Must be computer literate
- Must have excellent phone etiquette
- Must be available seven days a week (weekends required)

### **PREFERRED QUALIFICATIONS**

- Working knowledge of Chameleon
- Proficient in Microsoft Office applications
- Retail sales and/or customer service experience
- Bilingual (Spanish preferred)

### **EDUCATION and/or EXPERIENCE**

- High School Diploma or GED
- Experience and/or training involving retail sales or customer service

### **COMPUTER SKILLS**

- Working knowledge of Outlook, Word and Excel
- Ability to complete data entry

### **MATERIALS and EQUIPMENT USED**

- Multiline phone system
- Computer
- Copier
- Cash Register or POS system

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is consistently required to sit, stand, lift and twist. In addition the employee is constantly required to talk, hear and use hands for grasping, reaching and other operative tasks. The employee is required to stand and stand or move frequently. The employee will also be required to bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently exposed to an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate to loud.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name \_\_\_\_\_

Date: \_\_\_\_\_

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