



## VOLUNTEER JOB DESCRIPTION

### ADOPTION EVENT COUNSELOR

#### GENERAL DESCRIPTION

**Reports to: HSNCF Adoption Event Staff**

**Supervisor: Volunteer Department**

Our Adoption Event Counselors assist in aiding event staff at our weekly Petsmart adoption events among other events by handling adoption applications and conducting interviews as well as caring for our adoptable cats, dogs, and puppies during the event. These volunteers get to witness firsthand the joy adoption brings to families, animals, and all involved. It is a wonderful reminder of our mission- to match animals and people together for a lifetime. Adoption events can get hectic, and adoption event counselors aid staff in processing a large amount of adoptions. This position works closely with other individual volunteers, group volunteers, staff at the event, as well as the Adoption and Outreach coordinator and Event Assistant.

#### SCHEDULE

As the volunteer's schedule allows. Note: this position only has shifts available on weekends during the Petsmart adoption events or as events arise. Directions for how to sign up for shifts are given during orientation. We recommend at least one shift a month to not forget protocols and procedures.

#### TRAINING REQUIRED

Must go through an info session and a PetSmart Adoption Event Orientation conducted by the Volunteer Team to become a Adoption Event Counselor. Volunteers will receive on the job training, watch informational videos, and work one-on-one with event staff.

#### RESPONSIBILITIES AND DUTIES

- **You play a huge role in keeping our animals safe, healthy & happy! Thank you for getting involved! 😊**
- **Provide exceptional customer service** during our adoption events; help match up potential adopters with a new family member!
- Answer questions from the public. If you are unable to answer a question, ask staff, or refer the person to a staff member.
- Review adoption applications and discuss medical history with potential adopters.
- Stay alert at all times to ensure animals are safe and confined.
- Clean up any accidents immediately.
- Take adoption photos and notify fosters of adopted animals.



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- Scan Microchips for identification purposes.
- Report any signs of illness to staff (sneezing, diarrhea, etc.)
- Communicate with staff members about any bites, scratches, injuries etc. that may occur (both to volunteers and the public).
- Fit dogs and puppies with leashes/collars and place cats and kittens into carriers.

#### QUALIFICATIONS AND EXPERIENCE

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- Must love working around animals and be comfortable handling them.
- Experience with animals and medical history is preferred but not required.
- Must be customer service oriented and feel comfortable speaking to and working with members of the public.

#### PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

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- Must be in good health. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles or equipment, is a disqualification.
- By nature of the job, there is occasional exposure with dead, injured, sick, unruly, vicious, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must be willing and able to perform all duties including cleaning listed above.