

# Oshkosh Area Humane Society

## Dog Adoption Counselor Job Description

**Title:** Adoption Counselor

**Classification:** Full Time or Part Time

**Reports to:** Public Operations Manager

### **Job Summary:**

The dog Adoption Counselor will work with staff in the daily operations with regard to the public areas of the shelter in accordance with the directives and guidelines set down by the Executive Director and the OAHS board of Directors. They will help to provide a clean, healthy, humane environment for the animal residents for as long as they may be in the care of OAHS. Dog Adoption Counselors will assist the public in finding the right matched pet in accordance with the guidelines set down by the Executive Director, Board of Directors and specific department.

### **Principle Duties and Responsibilities**

1. Ensure the adoption area is clean and ready for public viewing.
2. Read all new paperwork on dogs that have been moved to the adoption floor.
3. Greet and talk with the public in a professional and courteous manner. Always striving to have open conversations with visitors without prejudice and judgement.
4. Work with visitors to help them find an appropriate match for their family and household by using the tools available to the counselor. Every potential adopter should be given the paperwork for the animal they are applying for.
5. All OAHS tools such as, but not limited to, dog assessments, caninalities, guide for adopting families, surrender history, personal observations and dog play will be shared with all interested parties.
6. Perform assessments on dogs such as canine-ality testing to determine appropriate type of home.
7. Schedule and perform dog mixes with perspective adopters dogs and shelter dogs
8. Do in house dog/cat mixes when necessary
9. Schedule and ready dogs for adoption and gather necessary paperwork and supplies as well as entering all necessary computer entries.
10. Perform adoption sessions giving new dog owners behavioral information that supports positive reinforcement so that the transition into the new home will be supported.
11. Follow up with the new adopter or foster family to assure everything is going well in the transition.
12. Be open and willing to council adopters after the adoption for basic training issues. Always refer to a professional for aggression.
13. Continually observe all animal behavior as well any medical conditions and report any inconsistencies to the Public Operations Manager or the Medical Coordinator. If the issue is a medical fill out and submit a medical request unless it is an issue that needs immediate attention.
14. The dog adoption counselor will check the front kennels approximately every 90 minutes for waste and clean the kennel if time allows or find someone to clean the kennel.
15. When time allows the dog adoption counselor will make an effort to spend one on one time with dogs in order to better understand a specific animal's personality.
16. Be the contact source for volunteers in the mod squad and stress busters
17. Represent the shelter as a friendly and helpful resource to dog volunteers.
18. Act as a resource for animal behavior questions posed by the general public.
19. Provide assistance to all staff and volunteers in the care of animal residents and maintenance of the adoption area and the intake area when necessary.

20. Attend meetings, seminars, and workshops for continuing education, current information and self-improvement.
21. Maintain a positive attitude of responsible work ethic as well as a positive attitude of respect and compassion to all living things.

### **Relationships**

The adoption specialist reports to the Shelter Manager and to the Executive Director. This position works closely with all shelter staff and will do their best to be a part in helping to create and maintain a pleasurable work environment that encourages teamwork.

### **Qualifications**

This is an hourly position requiring the following:

1. High School diploma or equivalent.
2. Valid Wisconsin driver's license.
3. Ability to lift 50lbs unassisted and to stand for long periods of time.
4. Mature judgment and the ability to interact with the public, shelter staff and volunteers in a courteous and professional manner.
5. Neat appearance and positive attitude.
6. Ability to learn and implement the policies of the Oshkosh Area Humane Society.
7. Ability to learn and perform basic computer operations.
8. Ability to learn and understand animal behavior as well as acquire positive handling skills.

### **Account of Measurability**

The person selected to fill this position will be evaluated by his/her ability to perform the duties and responsibilities described in the Adoptions Specialist's job description.