



Title: Animal Care Specialist - Adoption Counselor

Position Summary: Under the direction of the Placement Manager and Animal Care Managers, the Animal Care Specialist provides a high standard of animal care to ensure the welfare of animals at Animal Rescue League (ARL). S/he creates a healthy environment for all animals by monitoring their behavior, maintaining the cleanliness of kennels and surrounding areas, and providing exercise and socialization. The Animal Care Specialist is trained to counsel potential adopters through the entire adoption process including matching adopters to animals and processing adoptions.

Supervisor: Placement Manager and Animal Care Managers

Examples of Duties and Responsibilities:

- Maintain a high standard of animal care and welfare, which includes providing scheduled feedings, medications, clean water at all times, proper bedding and enrichment toys
- Properly clean and sanitize kennels, rooms, cages, equipment and areas of shelter as assigned, according to ARL's Standard Operating Procedures (SOP)
- Bathe or clean animals on a regular schedule or immediately if they become soiled
- Exercise and socialize with animals on a regular basis
- Observe and document unusual behavior, signs of illness and any injury of an animal on a daily basis and communicate vital information to medical, behavior, and adoptions departments as needed
- Restrain, confine, and handle animals, including those which are ill, injured, quarantined, and aggressive
- Make sure all animal rooms are appropriately stocked at all times for morning cleaning and daily care
- Clean all animal areas outside of the rooms including but not limited to hallways, kitchen areas, inventory areas and special rooms
- Keep up with the daily laundry washing, folding and stocking
- Be knowledgeable and conversational on ARL's policies and common animal welfare practices
- Provide excellent customer service to individuals utilizing ARL's services
- Work cooperatively with ARL's volunteers and partners
- Conduct adoption tours with members of the public
- Conduct adoption counseling and processing of all documents
- Conduct adoption follow up calls and send medical records to adopter's vet offices
- Perform other duties as assigned

Skills and Requirements:

- High School Diploma or GED
- Minimum one year of animal care experience, can be with personal pets
- Minimum of 18 years of age
- Must be able to lift up to 50 pounds
- Exceptional attention to detail and organizational skills with the ability to multi-task
- Love of animals and ability to interact with them in a calm, non-threatening manner
- Compassion for animals and human beings, commitment to ARL's mission, values and goals

- Ability to work effectively, both independently and in team environment
- Ability to positively interact with colleagues, coworkers, and community members from widely varied backgrounds with integrity and honesty throughout all facets of the position, maintaining confidentiality at all times
- Reliability, high level of integrity and punctuality are essential
- Excellent written and verbal communication skills; bilingual a plus
- Ability to work in a team environment and follow directions
- Exemplary customer service skills
- Advanced computer and phone literacy
- Highly motivated and creative with experience and a passion for connecting with current and future clients
- Able to work well under pressure, in emotionally charged situations and handle confrontation politely and professionally while finding a solution

Work Environment:

- Exposure to odors and airborne particles including animal fur and toxic chemicals
- High levels of noise
- Can be fast-paced and stressful, working with emotional clients
- Department Hours of operation between 8am and 9pm seven days a week, flexible work hours will be required (including holidays, weekends, and overtime)
- Physical requirements include being able to withstand prolonged periods of sitting or standing; lifting or moving up to 50 pounds.

Overtime: This position is eligible for overtime.

Full-time, non-exempt, competitive salary, education opportunities, plus benefits, including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan. Will require nighttime, weekend and holiday work.

Note: This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

Animal Rescue League is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.