

Adoption Counselor Volunteers

Position Summary

Adoption Counselor volunteers greet and assist Animal Rescue League of Berks County (ARL) customers. Provide excellent customer service to potential adopters by assisting them with adoption paperwork, and assist with animal adoption interactions. This position requires excellent interpersonal skills and an inclusive understanding of ARL adoption procedures and policies. We have positions in our main shelter and at PetSmart in Temple.

Supervisor

Adoption Manager and ARL Adoption Counselors

Essential Functions

- Provide potential adopters with accurate information regarding animal temperament, behavior, age, breed, and sex
- Assist the public in completing adoption applications
- Assist with the animal adoption interactions
- Answer questions about ARL processes including adoption, relinquishment, medical and behavioral examinations, and euthanasia
- Promote positive relationships with the general public, volunteers and staff while promoting the shelter's programs, policies and philosophies

Requirements

- Minimum age of 18 years
- Possess good customer relation skills
- Good clerical skills, which includes computer literacy
- Comfortable working with animals of various sizes
- Sign ARL privacy contract for computer and password access
- Serve as an ambassador for the ARL in our community

Training & Support

- Attend a Volunteer Orientation
- Dog Counselors must complete mandatory canine training classes
 - Dog Behavior, Body Language & Handling
 - General Medical Class
 - In Shelter Training, Kennel Cleaning and Dog Walking
- Cat Counselors must complete mandatory cat training classes
 - Cat Behavior, Body Language & Handling
 - General Medical Class
 - In Shelter Training and Kennel Cleaning
- Complete Adoption Counseling Training
- Complete Public Outreach Training
- Read and understand all adoption paperwork and contractual agreements
- Mentor with qualified ARL staff member and/or volunteer

Dress Code

- ID tag badge and Volunteer t-shirt
- Closed Toe Shoes
- Long Pants