



# Humane Society

FOR SOUTHWEST WASHINGTON

## **Job Announcement: Full time Adoptions Counselor**

Completing families since 1897; the Humane Society for Southwest Washington (HSSW) is committed to enriching the lives of people and pets through serving our community as it grows. Through events, education, outreach, adoption, stray boarding, and support services, we are expanding our HSSW family every day. Consider a change working toward a vision that will change you forever!

### **People + Dogs + Cats**

The mission of the Adoptions Counselor is to provide excellent service to patrons in an adoption center that facilitates thousands of adoptions per year. The position is responsible for the success of all aspects of the adoptions process, including conducting adoptions, providing adoption counseling/animal selection assistance, entering computer data, completing necessary paperwork, performing follow-up services, retail pet store sales, and working with staff, volunteers, and workforce partners.

### **Compensation & Benefits**

This position is FLSA nonexempt and is budgeted for 38 hours per week with an hourly pay rate of \$14.19. Pay increases are analyzed annually and are dependent upon experience, attitude, work ethic, commitment to teamwork, learning ability, skill level, core competencies and, of course, organizational budget. In addition to serving in an organization with a compassionate and strategic purpose, full time employees currently enjoy,

- health, dental and vision insurance benefits that become effective the first of the month after hire
- Paid time off that includes floating holidays
- Matching percentage 401 (k) retirement plan with a Roth option that begins the first of the month after hire and has a 3-year graded vestment schedule
- Employee assistance program that includes all household member access,
- Section 125 FSA Cafeteria Plan for out-of-pocket health and/or dependent day care expenses
- Access to affordable life, disability, and accidental supplemental insurance
- Plus, several employee discounts that include partner organizations

### **The Ideal Applicant**

- Displays interest, enthusiasm, and an affinity for customer service and working with both animals and the people who love them.
- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and, ideally, a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- Is committed to achieving excellence individually and as a part of the team.

- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

### **Primary Duties and Responsibilities**

- Educate clients on responsible animal guardianship and animal care.
- Provides prompt in-person and telephone customer service.
- Assists with donations, both monetary and in-kind, from patrons.
- Generates revenue in retail sales through suggestive selling prior to completing transactions.
- Actively promotes and markets HSSW animals and matches them to appropriate families.
- Conducts adoptions, provides adoption counseling/animal selection assistance, enters computer data, completes necessary paperwork, and performs follow-up services.
- Keeps service desk areas orderly, stocked and cleaned, and performs daily cleaning of public areas.
- Assists in training of volunteers, fellow staff, and workforce partners.
- Keeps team lead and supervisor and related departments informed of animal behavior, health concerns.
- Maintain accurate kennel and computer records.
- Always Represent HSSW in a professional and courteous manner. Provide quality service to customers, volunteers, workforce partners and fellow employees, recognizing their individual contribution to the overall success of our organization.
- Perform other duties and special projects as assigned.

### **Required Attributes**

- Must be Committed to maintaining the integrity of the HSSW's mission and goals
- Must be able to engage professionally and competently with community partners, volunteers, potential donors, and the public.
- Must display interest, enthusiasm, and an affinity for working with people to complete families.
- Must work well on teams and display a commitment to collaboration with a sincere interest in helping others.
- Must have a high level of integrity and maturity to handle sensitive and confidential situations.
- Must be adaptable, flexible, and open to new ideas and changes in work tasks and situations.
- Must have the ability to work and communicate compassionately and effectively in a fast-paced environment with a variety of people.
- Must have the knowledge and ability to use a computer working in a MS Office and Windows environment.
- Must have a basic knowledge of (or the ability to learn) animal breed, behavior, and handling. Knowledge of animal health and animal medical terminology is helpful.

## HSSW Culture

**Vision:** A community where everyone loves and cares for animals.

**Mission:** Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

### Values:

- Compassion - Always consider the best interest of the animal, while having compassion for the owner.
- Team – Invest in the enrichment and wellbeing of staff and volunteers both professionally and personally utilizing all members to their fullest, encouraging individual and group growth.
- Building partnerships through collaboration - Share knowledge and goals to expand community relationships that benefit the welfare of the animals.
- Excellence - Always seek innovative methods and opportunities. Strive to be the best at what we do.
- Education & service to community - Educate the public on responsible pet ownership and the Humane Society's role in serving the community.
- Transparency & Integrity - Communicate openly and raise awareness and accountability for what we do.
- Stewardship - Embrace our obligation for the careful and responsible management of all that is entrusted to HSSW.

### Physical Demands and Working Conditions:

The Adoptions Counselor must be able to communicate effectively with individuals. A typical workday will require the ability to sit, talk and hear, stoop, bend, squat, kneel, stretch, grasp, grip and at times may require the safe retrieval of adopted animals from kennels. Occasionally push, pull and/or lift 25-50 pounds to stock shelves and/or move supplies/materials. Repetitive use of hands to operate computer keyboard and telephones for extensive periods of time. Must be able to perform physical work that includes some kennel cleaning and sweeping and mopping of floors. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Work is performed in an open reception office environment, with exposure to environmental conditions that include working with and near animals. Primary workplace is at an animal shelter that operates 7 days per week, with potential exposure to fractious animals; high noise levels; zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. **The HSSW participates in E-Verify and requires pre-employment drug screening.***

If this is the job for you & you meet the qualifications for this position, please submit your application by email to [jobs@southwesthumane.org](mailto:jobs@southwesthumane.org) with your first and last name in the subject line followed by "Adoptions Counselor". If you prefer you may place your application in an envelope to mail or hand deliver. Please label Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192<sup>nd</sup> Ave, Vancouver, WA 98684. You can find the link to our application here on our website

<https://southwesthumane.org/contact-us/careers/>

*Current HSSW staff will be required to submit an interdepartmental application.*