

San Antonio Pets Alive- Animal Adoption Counselor

Location: SAPA @ Petsmart Windcrest
8520 Fourwinds Dr
San Antonio, TX 78239
Full Time: 32-40 hrs/week

The Adoption Counselor job serves as the organization's face at our Adoption centers. Providing exceptional customer service and matchmaking adopters to potential pets is the number one priority. Duties include: Providing exceptional customer service to all visitors, matchmaking adopters to our animals, completing cat care, and completing adoptions.

Education/Experience Requirements:

- High school graduate
- Basic animal handling skills & prior animal handling **required**. Must be comfortable handling large, small, fearful, energetic dogs- all breeds, all sizes.
- Professional demeanor; ability to remain calm during stressful situations, and ability to work in a fast paced environment.
- **Excellent customer service skills required** . Must be approachable, cheerful, proactive and helpful
- Capable of working independently as well as in a team.
- Must be able to lift up to 50 pounds, work with cleaning solvents and out in the elements- approximately 60% of this job involves outside work.
- This job is labor-intensive; moderate physical exertion is required. Includes bending, stooping, kneeling, reaching above/below the waist, pushing/pulling movements, lifting, walking, sitting and standing
- Ability to identify signs of animal illnesses, diseases and injuries
- Ability to identify animal species, breeds, ages and sexes
- Proficiency of English language for purposes of writing, reading, customer interactions, presentations and employee direction
- Basic computer skills with working knowledge of most recent Windows software applications
- Ability to complete cash register and credit card transactions accurately
- Attention to detail/accuracy required- organizational skills with paperwork a must.
- Ability and desire to promote the mission and goals of San Antonio Pets Alive.

Position Schedule: Position requires great flexibility. Full time 35-40 Hours per week, Evening & weekend availability a must.

Position Duties: The following statements describe the essential functions of this job and its scope of responsibility, but should not be considered a complete list of work

requirements. The list represents many of the more significant responsibilities inherent in the Adoption Counselor position. All SAPA employees must understand and agree that we are expected to work as a team, which may from time to time require of all employees to complete duties not regularly required of their position.

- Responsible for greeting adopters/customers upon arrival in a timely and cheerful manner.
- Proactively talking to guests, ensuring all people receive assistance the moment they walk in the door.
- Review adoption applications, professionally conducting adoption interviews. Cordially approve or deny applications, and ensuring that animals are going to a home that would be an ideal fit.
- Responsible for cat care in the center, including cleaning, feeding, scooping litter boxes, enrichment, and monitoring animal health.
- Responsible for some of the puppy room care, including cleaning, feeding, replenishing fresh water, running play groups, and monitoring animal health.
- Dog walking, and working on basic enrichment, treadmill, and obedience. Animal care and enrichment is one of the main priorities for this position.
- Serve as an animal advocate, proactively matchmaking animals with guests, assisting with meet and greet for adoptions.
- Responsible for obtaining dog temperament tests and assisting with ensuring all dogs are walked daily.
- Assist the Adoption Manager with maintaining accurate inventory
- Keep the adoption & Veterinary technician area organized and tidy at all times.
- Facilitate rescue and foster sign outs, cheerfully assisting people as they come in the door.
- Communicate with the Manager to ensure all animals are healthy, sterilized, and vaccinated, prior to adoption
- Receive incoming animals as needed.
- Solicit donations when appropriate from adopters, owner surrenders or general visitors
- Complete special project or program work as required
- Other duties may be assigned, based on company needs

Job Type: Full-time

Salary: \$10.00 /hour