

Position Description

Position Title: **Admissions Counselor**

Supervisor Title: Admissions Supervisor

Major Functions

Provides and models timely and courteous internal and external customer service at all times. Intakes animals into the shelter, determines health/behavior status, and medicates according to protocol. Sets up animal in appropriate holding area.

Duties and Responsibilities:

1. **Customer Service:** Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances. Must remain calm, flexible, and willing to see other perspectives. Provide recognition and support to both staff and volunteers for their individual contributions to our agency. Assure that every individual who enters our agency is recognized and treated as a potential donor.
2. **Animal Intake:** Assist customers with timely and accurate completion of paperwork to admit pets into the shelter. Become familiar with and model safe and humane animal handling procedures. Assess health and behavior of pet upon intake, determine and execute appropriate humane handling strategies, conduct appropriate tests, and administer appropriate vaccinations/preventatives as necessary. Obtain signature as appropriate. Set-up animal in the appropriate animal holding area. Enter owner and animal data into Pet Point. Process returned animals in a kind, caring, and compassionate manner.
3. **Infection Control:** Observe all animals for signs of physical or behavioral illness. Meet the needs of any animal that shows signs of illness. Use appropriate precautions when an animal presents with illness and injury. Assure that the animal's needs are met accordingly. Assure good disease control practices by following hand washing protocol.
4. **Training:** Participate in staff training and development opportunities. Participate in special events/projects, and cross training programs as needed.

Position Specifications:

Required: This position requires a high degree of customer service skills, flexibility, and a willingness to develop conflict resolution skills. A respect for the human/animal bond is a must. A background in animal handling preferred. Must have the ability to exercise good judgment and make independent decisions with limited supervision.

Desired: A background in a care giving or customer service field. Should prefer and have the ability to cope with physically and emotionally demanding work.

Work Conditions: May work in area with high noise level, occasional foul odors, and challenging customers. Physical requirements for the position include standing, walking, lifting (50 lbs), carrying (50 lbs), pushing (50 lbs), pulling (50 lbs), climbing, balancing, stooping, kneeling, crouching, crawling, reaching overhead, handing, seeing, depth perception, and color vision.

Work Hours: : This is a full time hourly position, typically 40 hours per week.; weekends and some holidays required. Work hours may be extended as necessary to include special adoption events, trainings or meetings. Starting wages are \$8.66/hour.