



Adoptions Counselor

Position Summary

Assist adopters through the pre-adoption process, animal visiting, and adoption completion processes.

Job Responsibilities

Customer Service:

- Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances
- Assure that every individual who enters our agency is recognized and treated as a potential donor.
- Utilize a conversational open-ended dialog to counsel potential adopters on the selection/needs of their pet

Program Implementation

- Assist with and participate in the development and implementation of special adoption events.

Adopter Education

- Remain current in humane animal husbandry.
- Promote open conversations between counselors and adopters so that potential adopters are provided with the resources to be successful pet owners based on their individual needs.

Quality Assurance

- Assure that the Kansas Humane Society adopts quality physically and behaviorally healthy pet animals by continuously monitoring the physical and behavioral health of all pets available for adoption.
- Meet the needs of pets who display signs of illness accordingly.

Qualifications

- High School Diploma or equivalent
- Previous animal handling experience with dogs and cats preferred
- A background in caregiving or customer service
- Respect for the human animal bond is a must!