



<b>Job Title:</b>	<b>Adoption Counselor-Caregiver</b>
<b>Department:</b>	<b>Animal Care- Shelter Operations</b>
<b>Job Classification:</b>	<b>Full time; Hourly position</b>
<b>Job Relationships:</b>	<b>Reports to Feline Team Leaders and Director of Operations</b>
<b>General Purpose:</b>	<b>Responsible for the care and adoption of shelter pets</b>

**Summary of duties and responsibilities:** This position requires exemplary phone and in-person customer service skills functioning at a high-level in a fast paced, sometimes emotionally charged atmosphere. ARLGP staff must interact with the public in all manner of transactions in a calm, professional, non-judgmental way, delivering the message of the ARLGP, its procedures, policies, programs and protocols. Counselors must possess a high degree of initiative, be detail oriented, punctual, dedicated, adept at multi-tasking in a busy environment and be able to consistently contribute positively in order to function in a team atmosphere. They must clean and maintain the animal shelter in a sanitary, humane and cost-effective manner and be committed to providing animals in our care with an enriched, compassionate environment while they await adoption. Counselors utilize the Meet Your Match™ adoption program accurately and effectively to help match prospective homes with pets.

**Primary duties and responsibilities:**

1. Abide by protocols of safe animal handling, disease control and prevention
2. Provide consistently excellent customer service
3. Learn cat specific behaviors
4. Learn basic medical information including vaccine protocols and common health language and be able to communicate it clearly and effectively to adopters
5. Meticulously clean and sanitize assigned areas efficiently and effectively, including but not limited to cages and kennels, floors, walls, litter pans, common areas, laundry, the kitchen
6. Care for animals in a compassionate and efficient manner
7. Feed, medicate and observe animals for illness or infestations
8. Initial all medical sheets as medication is administered and write any pertinent about health, behavior, etc. on the medical sheets
9. Scan all incoming animals for a microchip and follow up with necessary phone calls and paperwork to facilitate a claim
10. Be conversant in and understand the philosophies of an open admission facility
11. Ensure all attempts have been made to reunite lost animals with their owners by searching lost and found database and making appropriate calls to facilitate a claim

12. Be conversant and accurate in areas of Chameleon software pertaining to animal intakes and claims, lost and found reports, medical history and adoption paperwork
13. Be conversant in shelter policies pertaining to adoptions, surrenders, behavior assessments, treatment guidelines and euthanasia and to speak effectively to the principals, purposes and objectives of the organization
14. Assist in the training of volunteers as assigned and work in cooperation with the Volunteer Coordinator to insure all volunteers are well versed in protocols and expectations
15. Maintain accurate records as pertains to medical history, kennel inventory and lost and found inquiries
16. To work collaboratively and professionally with all shelter personnel and volunteers to achieve an efficient, well-run environment for the animals and staff
17. To respect the confidentiality of clients and the sensitive nature of many situations
18. Willing to learn, understand and demonstrate compassion and confidentiality towards animals and colleagues regarding issues pertaining to euthanasia and compassion fatigue
19. Employee is to be punctual for all shifts and meetings and arrive each day ready to begin work and complete the full shift
20. Employee may be required to drive shelter van as part of veterinary driving duties on an assigned basis
21. To perform and learn other related duties and assignments as required and assigned by Feline Manager, Director of Operations and/or Executive Director

**Education, prior work experience, and specialized skills and knowledge:**

General knowledge and understanding of sheltering and safe animal handling practices preferred, prior shelter or veterinary experience preferred; demonstrated ability in oral communication skills; ability to type and work without error in a database; demonstrated ability for challenging, physically demanding work in a stressful environment; ability to lift 50 pounds. Must be able to climb steep stairs several times per day; lift, bend, twist, scoop, kneel, groom and possess a valid State of Maine driver's license.