Job Title: Adoption Center Counselor

Background: Chartered in 1934 the Animal Defense League of Texas (ADL) is San Antonio’s oldest, private animal shelter. ADL’s mission is to enhance the quality of life for abandoned, abused, or neglected dogs and cats in the San Antonio community by providing food, shelter, compassionate care and medical attention until they are adopted. A successful candidate for this position will embrace ADL’s mission and bring determination, innovation, energy, empathy, and a passion for the work.

Job Description:
The Adoption Counselor is responsible for record keeping duties, to perform clerical duties related to animal adoptions, including one-on-one interviews with potential adopters, attend offsite pet adoption events and conduct pet adoptions at offsite locations, provide support to the Adoption Center staff and other duties as assigned. Bilingual (Spanish) preferred, but not required.

Essential Duties & Responsibilities include but are not limited to:

- Phone reception - answering client inquiries, returning phone calls, and serving as company receptionist
- Greeting visitors- checking visitors in and serving as greeter to all visitors to ADL who come into the Adoption Center
- Escorting visitors to the animal kennels and assisting in locating pets
- Input data into the shelter computerized record system, including adopters and other related shelter activities
- Receiving client payments- posting & recording payments, receiving payments, and running end-of-day transaction register
- Checking Adoption Center email, fax & phone messaging as well as appointment requests & client inquiries
- Client communication- adopter updates, appointment reminders, and update inquiries
- General office duties- mail, invoices, cleaning/organizing Adoption Center area, inventory control
- Attending monthly cross-training sessions with other departments, and assisting other divisions when needed
- Performing related duties and fulfilling responsibilities as required.

Knowledge/skills/requirements:

- Must have excellent customer- service skills and at least three years of documented experience working with the public
- Must have a calm demeanor and be able to defuse and talk to unreasonable customers
- Must have at least two years of documented experience working with animals and have knowledge of companion animal behavior
- Must have excellent verbal and written communication skills
• Must be self-directed and able to make decisions
• Must be organized, detail-oriented and have strong time management skills
• Must be able to work some weekends and field phone calls after hours and during weekends
• Must have computer skills
• Must have a valid Texas Driver’s License with a clean driving record
• Prior vet tech skills preferred but not required

Physical demands and working conditions:
Must be able to lift and carry up to 30 pounds. Position is subject to climbing, lifting, kneeling, sitting, standing, stooping, bending, and walking distances to perform essential job functions and demands. Working conditions may require working outside as well as inside with exposure to temperature variations, chemical cleaners, noise, dirt, and confined workspace and unfavorable odors.

Benefits/Compensation:
The Animal Defense League offers a comprehensive benefits package with paid vacation and sick time. Compensation will be based on skills and experience.