Job Title: Adoption Counselor – Everyday Adoption Center

Our Mission:
The Animal Defense League of Texas takes in rescued cats and dogs, provides medical treatment, nutrition, and shelter in a safe, live release facility until they are matched with their forever families. Through community education and empowerment, we advocate for truly responsible pet ownership. A successful candidate for this position will embrace ADL’s mission and bring determination, energy, empathy, and a passion for the work.

Position Summary:
The Adoption Counselor is a key position within our shelter program. As the first and last contact in a visitor’s journey to adoption, they represent our mission and culture by serving our patrons with professionalism, enthusiasm, and compassion. They work collaboratively with our dynamic team of staff and volunteers to unite thousands of dogs and cats with forever families annually. Adoption Counselors care for our animal population and play an integral role in the daily cleaning and reset of cattery and canine housing daily. With application of core SOP’s related to the safe housing, care, and management of an animal population, they ensure the highest level of care is delivered to resident animals. Throughout the day, they greet visitors, facilitate pet meet and greets, and matchmake. They are also educators, conducting one-on-one conversations with adopters to review the adoption application, the pet’s medical history and future needs, and educational resources. The core duty of this role is to ensure that each adopter fully understands the needs of their new pet and the resources available in our community to ensure their pet receives proper care and support to enjoy a healthy and fulfilling life.

Essential duties & responsibilities include but are not limited to:
- Greet and engage with all visitors
- Conduct interviews with adopters to review the application, animal medical history, and educational resources
- Input data into shelter digital database including adopter information and other related shelter activities
- Manage POS system including receiving payments and record keeping
- Respond to in-person, phone, and email inquiries
- Matchmake pets and visitors based on either's unique needs or preferences
- Clean and sanitize feline and canine kennels along with associate equipment
- Provide animals with food, water, and daily enrichment
- Assess animal population on an ongoing basis to identify potential clinical signs of infection or disease
- Assess and provide feedback on condition of any animal(s) which may exhibit signs on mental or physical distress
- Update animal bios and photos
- Maintains a positive and cooperative relationship with PetSmart management and staff
- Other duties as assigned to support the needs of the organization

Knowledge/skills/requirements:
- Must have basic knowledge of companion animal care and behavior. At least one year of documented experience working with companion animals preferred
- Must have excellent customer service skills. At least one year of documented experience working with the public preferred
- 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 have computer skills
- Must be able to learn and follow policies and procedures related to safety, animal health, and kennel sanitation
- Must be able to work some weekends
- Must be at least a high school graduate (or equivalent) and possess a valid driver’s license
- Bilingual (Spanish) preferred, but not required

Physical demands and working conditions:
Physical requirements include the ability to lift and carry up to 35 pounds. Subject to climbing, kneeling, lifting, sitting, standing, stooping, bending, and walking to perform the essential functions. Working conditions are inside and outside with exposure to temperature variations, hazardous chemicals, noise, dirty environment, confining workspace and unfavorable odors.