Charlottesville-Albemarle SPCA Job Description

Position: Adoption Specialist
Job Status: Non-Exempt
Reports to: Adoption Manager
Revision Date: 8/11/2021

Position Summary:
The Adoption Specialist delivers welcoming, solution-oriented client services to all visitors of the Charlottesville-Albemarle SPCA. Responsible for ensuring animals are placed in caring and appropriate homes and adopters are counseled on animal care needs. Maintains accurate recordkeeping, provides empathetic counseling, and facilitates a safe and healthy work environment.

Essential Duties / Responsibilities:
• Assists members of the public by matching potential adopters with suitable available pets.
• Facilitates pet adoptions by counseling adopters on animal care needs and processing paperwork.
• Provides prompt and exceptional customer service and clear communication of services via all platforms (in person, email, or telephone).
• Participates in onsite and offsite adoption, marketing, or fundraising events as needed.
• Enters data into shelter database that is prompt, objective, and clear, according to existing protocol.
• Works cooperatively with all departments, staff and volunteers, and provides excellent customer service both internally and externally.
• Cleans and cares for animals housed in the Lobby area.
• Receives and promptly distributes donations from members of the public.
• Maintains an organized and strategically arranged workspace.
• Remains positive and mission focused while under stress.
• Performs other tasks duties as assigned, as requested by the Adoption Manager.

Physical Requirements and Work Environment
• Ability to lift and transport materials weighing up to 50 pounds
• Ability to humanely handle and effectively communicate a wide array of animal behaviors
• Have a high level of manual dexterity
• The ability to bend and squat and stand for significant periods of time
• Exposure to disinfectant solutions.
• Subject to animal bites and scratches while handling animals
• Exposure to animals and animal allergens under conditions with limited alternatives available
• Must be comfortable driving a 26’ mobile unit as necessary
- Must be available to work weekends and holidays as deemed necessary

**Qualifications:**
- Associate's Degree preferred
- Animal care experience preferred
- In-depth knowledge of customer service principles and practices required
- Must be highly motivated, with strong communication skills and a professional manner
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision
- Valid Virginia Driver's License