



Charlottesville-Albemarle SPCA Job Description

Position: Adoptions and Intake Coordinator
Job Status: Non-Exempt
Reports To: Adoptions and Intake Manager
Revision Date: 2/1/2022

Position Summary:

The Adoptions and Intake Coordinator focuses on placing adoptable animals in caring and appropriate homes and counseling adopters on animal care needs. Responsible for implementing on-site adoption promotions, facilitating placements for animals with medical or environmental needs, and supporting the organization's pet retention efforts to keep animals in loving homes. Maintains accurate recordkeeping, provides empathetic counseling, and promotes 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.
- Organizes and implements on-site and off-site adoption specials and events, including appointment scheduling and logistics.
- Writes creative and compelling adoption summaries, in addition to taking quality photographs and video, to attract potential adopters and increase adoption rates.
- Develops and maintains a database of accurate, relevant, and objective behavior information of adoptable animals to empower staff to identify appropriate matches for potential adopters.
- Identifies appropriate matches for Working and Barn Cat adoptions.
- Maintains and updates adoption support materials and handouts.
- Supports the organization's pet retention efforts by providing follow-up support for adopters of priority animals that may require specialized care to acclimate to a new home.
- Provides prompt and exceptional customer service and clear communication of services via all platforms (in person, email, or telephone).
- Fosters a team environment by working cooperatively with all departments, staff and volunteers, and providing excellent customer service both internally and externally.
- Remains positive and mission-focused while under stress.
- Attends to others' needs and willingly assist as required.
- Other tasks and duties as assigned by the Adoptions and Intake Manager.

Physical Requirements & Work Environment:

- Ability to lift and transport materials weighing up to 65 pounds.
- Ability to handle animals effectively and humanely.
- Have a high level of manual dexterity.

- The ability to bend and squat.
- The ability to stand or sit for significant periods of time.
- Exposure to disinfectant solutions and zoonotic diseases.
- Subject to animal bites and scratches.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.
- Daily hours and days of the week may vary according to the needs of the organization. May require evening, holiday, and weekend work hours.

Required Skills / Experience:

- Associate's Degree preferred.
- Animal care experience preferred.
- In-depth knowledge of customer service principles and practices required.
- Excellent skills in effective communication and conflict resolution.
- 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 required; must be comfortable driving all CASPCA vehicles, abiding by all traffic laws.

Employee Acknowledgement:

Signature of Employee: _____ Date: _____

Print Name: _____