



Charlottesville-Albemarle SPCA Job Description

Position: Offsite Adoption Specialist
Job Status: Non-Exempt
Reports to: Adoption Manager
Revision Date: 9/22/2021

Position Summary:

The Offsite Adoption Specialist will be responsible for managing logistics of offsite adoption events and activities (both large and small), transporting animals to events/offsite adoption locations, overseeing volunteers, selling retail items, and promoting the Charlottesville-Albemarle SPCA's products/services/partnerships. 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:

- Plan and execute community adoption events to place CASPCA animals into adoptive homes.
- Select available animals from shelter and foster homes to attend offsite events in conjunction with the Adoption Manager and Foster Manager.
- Bring all appropriate materials about each animal and other necessary handouts to complete adoptions off site.
- In collaboration with the Volunteer Manager, communicate with volunteers to attend adoption events.
- Work with Communications staff to publicize the events effectively.
- Assist with the creation and implementation of the offsite adoption process.
- 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).
- 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.
- 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 evenings, weekends and holidays as deemed necessary.

Qualifications:

- 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.