



ADOPTIONS ADMINISTRATIVE ASSISTANT

Function:

Adoption Administrative Assistants will be responsible for answering calls on the adoption helpline regarding various inquiries. They will retrieve messages from any missed calls and forward any calls that need to be handled by a supervisor to the appropriate departments.

Respond to general request emails and general adoption group emails. Process and review adoptions applications. Check in visitors and adopters. Keep up to date on animals available for adoption and animals entering the adoption program to be able to answer questions.

Prepare adoption folders, and keep adoption rooms stocked with materials.

Specific Requirements:

- Must support the mission, policies and practices of Big Dog Ranch Rescue.
- Must be able to provide accurate information to the public at all times.
- Must have the ability to deal tactfully and effectively with the public.
- Must have excellent oral and written communication skills.
- Have a general knowledge of all shelter programs and departments
- Have a background in animal care and behavior (preferred but not required)

Skills:

- High level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy.
- Ability to be diplomatic and informative.

Qualifications:

- Must be computer literate.
- Must be able to multi-task.
- Must be able to provide excellent customer service.
- General knowledge of animal care and keeping is preferred, but not required.

Expectations:

- Expect to adhere to an agreed schedule (this department operates Monday – Sunday)
- Contact Supervisor if he/she cannot fulfill said schedule or will be late.
- Agree to work one or two (4) hour shifts per week (10am – 2pm / 2pm-5pm)

Training Curriculum:

- Volunteer Orientation and interview with Volunteer Manager.
- Shadow Supervisor one shift.

The work of an Adoption Administrative Assist is communication and the ability to speak to a diverse range of people. The perfect candidate must be outgoing, confident and possess excellent customer care skills. This person should speak clearly and be friendly on the phone while demonstrating a professional and empathetic attitude and demeanor.

Effective Date 1/2019

Approved by CK

“Big and small, we save them all!!”