



ADOPTIONS ASSISTANT

Function:

The Adoptions Assistant will be responsible for greeting members of the public and guiding them through the adoption process. They will assist Adoption Coordinators with retrieving the animals from the kennels, prepare adoptions folders.

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:

- Detailed knowledge of animal care, keeping and behavior is preferable.
- High level of 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 have good customer service skills.
- General knowledge of animal care and keeping is preferred.

Expectations:

- Expect to adhere to agreed schedule.
- Contact Supervisor if he/she cannot fulfill said schedule or will be late.
- Agree to work one-two (4) hour shifts per week including Saturdays and Sundays.
- Must be able to build and maintain a positive relationship with staff members.

Training Curriculum:

- Volunteer orientation and interview with Volunteer Manager.
- Shadow an Adoption Coordinator for one complete shift.

The Adoptions Assistant will be expected to communicate with and be able to speak to a diverse range of people. The perfect candidate must be outgoing, confident and possess excellent customer care skills. This person should demonstrate a professional attitude when dealing with clients.

Effective Date 1/2019
Approved CK

“Big and small, we save them all!!”