



4000 Industrial Rd - Wickenburg, AZ 85390
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JOB DESCRIPTION

Job Title: Adoption Coordinator
Reports to: Executive Director
FLSA Status: Non-Exempt, Full-time
Salary: \$12.00 - 15.00 per hour DOQ
Prepared Date: June 2020
Hours: 40 hours per week

DEFINITION: Under general supervision, performs a variety of duties and responsibilities required for securing appropriate and permanent homes for shelter animals. Perform administrative duties associated with shelter animals. Operations, and Programs. Supports clerical duties associated with supporting the Executive Director.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **(This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.)**

TASKS: Facilitating adoptions of shelter cats and dogs. Answers emails and phone calls from the public regarding pets for adoption in a prompt, professional and informative manner. Review adoption applications. Contact potential adopter references. Arrange appointments. Observe interactions between animals and potential adopters. Assess personalities and needs of animals and determine whether a potential adopter, family/home is a good match. Educate owners about proper pet care. Process and file paperwork. Subsequent to adoption, assess and address and/or facilitate any needs/resources an adopter or animal may have or need. Assist with special events and participate as necessary. Participate in off-site adoption events. Post animals for adoption on social media sites. Safely transport animals to and from adoption events. Network with other agencies for alternative animal placement. Maintains cleanliness and organization of adoption areas and materials. Lead others by example by providing exemplary service. Dependable and TEAM minded. Other duties as assigned.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

- Knowledge of basic animal care.
- Knowledge of animal behavior and human psychology.
- Ability to understand how animals think and predict their behavior based on their current situation and actions.
- Ability to evaluate the ability of a potential adopter to care for the animal of interest.
- Interspecies and interpersonal communication skills.
- Knowledge of animal safety.
- Passion for animals and placing them in permanent, loving homes.

- Skill in handling various animal species.
- Open-minded and kind to animals and people.
- Skill in working effectively as a team player in a busy environment while maintaining superior customer service.
- Skill in operating a computer and utilizing a variety of software applications.
- Skill in record keeping.
- Skill in creating posts on social media sites of adoptable animals.
- Skill in effectively communication with staff, volunteers, and donors.
- Skill in organization.
- Exhibit love, empathy, and understanding for animals.
- Skill in reading animal body language.
- Skill in assessing personalities and needs of animals.
- Ability to remain calm in heated, difficult, and stressful situations.

MINIMUM QUALIFICATIONS:

A high school diploma or GED, a valid Arizona Driver’s License AND minimum (2) two years of experience in the animal industry.

ADDITIONAL REQUIREMENTS:

- May be exposed to extreme weather conditions, potential physical harm, hazardous chemicals, infectious diseases, dangerous machinery, snakes, insects, and vermin.
- May be required to work a flexible schedule outside the normal work schedule, including evenings and weekends.
- Handle multiple obligations simultaneously, thus creating the need to prioritize and carefully monitor time.
- Must be of good moral character and possess an even disposition.
- Must be able to deal effectively and politely with people from diverse backgrounds and experiences in a variety of difficult situations.
- Must possess a high level of professionalism and strong interpersonal skills.
- Must adhere to proper HSW attire and personal hygiene policies.

NON-PHYSICAL DEMANDS:

=Never Never occurs	R=Rarely Less than 1 hour per week	O=Occasionally Up to 1/3 of the time	=Frequently From 1/3 to 2/3 of the time	C=Constantly 2/3 or more of the time
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Non-Physical Demands	Frequency Code
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule / Overtime	F
Performing Multiple Tasks Simultaneously	F

Working closely with others as part of a team	C
Tedious or Exacting Work	F
Noisy / Distracting Environment	C

PHYSICAL DEMANDS:

N=Never Never occurs	R=Rarely Less than 1 hour per week	O=Occasionally Up to 1/3 of the time	=Frequently From 1/3 to 2/3 of the time	C=Constantly 2/3 or more of the time
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This is the description of the way this job is currently performed; it does not address the potential for accommodations.

Physical Demands	Frequency Code	Description
Standing	C	Around shelter; Adoption events; Special events
Sitting	O	Around shelter; Adoption events; Special events
Walking	C	Around shelter; Adoption events; Special events
Lifting	O	Animals; Dog/Cat food, Cat litter, Event materials
Carrying	O	Animals; Dog/Cat food, Cat litter, Event materials
Pushing / Pulling	C	Cart; Crates
Reaching	C	For Supplies; Tools; Animals
Handling	C	Equipment; Animals; Paperwork
Fine Dexterity	O	Telephone; Computer keyboard
Crouching	O	To reach animals
Crawling	R	To reach animals
Bending	F	To pet/pick up animals; Retrieving items from lower shelf
Twisting	F	Around office area; During events
Climbing	R	Step Stools; Equipment
Balancing	R	Step Stools; Equipment
Vision	C	Observing Animals; Reading; Computer Screen
Hearing	C	Animals; Communicating via Telephone/Walkie Talkie
Talking	C	Via Telephone/in person to co-workers/public
Foot Controls	O	Driving; Small equipment

EXPECTED BEHAVIOR:

The employee is expected to embrace, support and promote HSW's values, beliefs and culture which include but are not limited to the following:

- High Ethical Standards
- Provide outstanding customer service to internal and external customers
- Lead by example
- Active Participation in HSW Activities
- Be positive. Do not participate in gossip or allow gossip or negative comments
- Maintain confidentiality
- Walk the talk – be an advocate of animal welfare

- Make communication a top priority
- Encourage positive feed back
- Be accountable
- Support a learning culture
- Be on time for all meetings
- Be a champion for the animals at HSW
- Respond to personnel issues immediately
- When wrong, state so
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Support HSW mission and values
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, volunteers, and vendors
- Understand HSW policies and procedures and make rational decisions/recommendations in accordance with established policies
- Safety is everyone’s responsibility. Make it a critical part of the day-to-day operations. Work in a safe manner and report unsafe activities and conditions.
- Foster teamwork

Received, understood and accepted:

Staff member name (printed)

Staff member signature

Date

Executive Director

Date