

Nevada Humane Society -- Job Description Cat Adoption Associate

General Position Summary:

The Cat Adoption Associate will focus on greeting and assisting visitors to the shelter with finding a suitable pet to adopt. The goal is to create a positive experience for prospective adopters and find good homes for animals. While this individual will focus on cat adoptions, they will also facilitate dog and other animal adoptions as needed. The ideal candidate will be outgoing, personable and have past sales experience along with an affection for cats.

Responsibilities include:

- Actively reaching out to and engaging with the general public, specifically greeting visitors and verbally interviewing (in a conversational way) prospective adopters and working with them to find out what they are looking for in a pet and to introduce them to animals who would be a good fit.
- Interacting with/getting to know the animals to share their personality traits with prospective adopters to facilitate the best possible match.
- Providing high quality customer service to people who visit NHS.
- Sharing information about animal care and behavior.
- Willingness and ability to quickly learn about animal behavior and NHS adoption policies in order to make good adoption matches.
- Assisting with the cleaning of animal areas as needed, including spot cleaning of animal and public areas throughout the day.
- Working with volunteers to increase adoptions.
- Photographing adoptions and keep record of positive adoption stories.
- Monitoring the health of the animals on an ongoing basis and rapidly identifying any health problems or conditions (medical or behavioral) and immediately reporting it to the supervisor or veterinary technician.
- Treating all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance and promoting a humane and caring attitude toward all animals.
- Maintaining a friendly demeanor and providing good customer service at all times to the public, while working courteously and cooperatively with other staff members.
- Filling in for other areas and performing other tasks/functions as needed, including helping out at special events.

Specific Job Skills:

- Sales and strong interpersonal skills. The ideal person for this job would personable, outgoing, patient, professional, and able to get along well with a variety of people. Excellent oral communications skills.
- Flexibility, ability to assist multiple people/handle multiple tasks at once.
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place.
- Ability and initiative, working with minimal supervision and direction in a fast paced environment.
- Maturity, good judgment and a professional personal appearance.
- Ability to read, write and understand English.
- The ability to remain pleasant and calm even in stressful situations.
- The ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
- The ability to redirect people, without becoming aggressive or unpleasant.
- Familiarity with animals, knowledge of animal behavior or experience volunteering or working with a rescue group, humane society, foster care involvement or other animal welfare agency are a plus.
- Comfort and ability to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
- Rabies inoculations are required or must be waived.

Physical Requirements:

- Physical ability to walk and/or stand on your feet throughout a normal workday required.
- Physical ability to engage in repetitive motions of legs, arms, and hands, to hear, to see, to move animals and goods.
- Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.

Educational Requirements:

High school graduation, plus two years of public contact work. Experience with cats is a plus.

Availability: NHS is open seven days a week and all but two holidays a year. Availability and a willingness to work a flexible schedule are required.

Department: Adoptions

Exempt/Non-Exempt: Non-exempt, full-time or part-time positions

Must be at least 18 years of age and have valid drivers license and if, hired, able to present clean driving printout from DMV.

Immediate Supervisor: Adoption Manager

Non-Exempt Position: Daily reporting hours and days of the week may vary according to the needs of the department schedule. Includes weekend and holiday work.

Starting wages: \$8.50 per hour.

Supervisory Responsibility:

This position is not supervisory in nature

Job Scope

Performs duties independently with minimal supervision. Mistakes/errors may result in work stoppage, loss of business, poor customer relations, and/or damage to property or harm to the animals, all of which can have negative implications for the organization.

We want to make employees aware that from time to time we euthanize animals who are sick or injured. Also, from time to time we need to end the life of a dog who has displayed aggressive tendencies and who poses a risk to public safety or to the safety of other animals.