

Are you a rock-star animal handler? Do you have professional experience working with animals? Do you love physically demanding work? Would you like to help match dogs and cats with perfect homes? We may have the position for you! Central Vermont Humane Society is seeking a dynamic and efficient person to help care for animals (primarily dogs) and work with potential adopters to make positive matches. Excellent communication skills (with pets and people!) required to join this go-go-go team of animal welfare professionals!

This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement. Prior to the implementation of any substantial changes, management may serve a written notification. Nothing in this position description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

### **Position Description:** Dog Adoption Counselor

Primary responsibilities are to enhance the welfare of all CVHS animals through excellent care, enrichment, and adoption, with a focus on the dogs in CVHS care.

### **Shelter & General Care**

- Follow all protocols as set forth by the Shelter Manager and Director of Operations
- Perform routine housekeeping duties necessary for the optimal cleanliness and sanitation of all animal quarters and other routine and special assignments to maintain the shelter appearance and presentation
- Perform all tasks relating to animal intakes
- Provide food, water, medication, care, exercise, and enrichment in a manner necessary to improve the overall health and comfort of animals
- Develop and implement Behavior Modification Plans to enhance adoptability of our dogs
- Provide daily work on basic good manners, utilizing every interaction with each dog to enhance adoptability
- Monitor supply levels and make needed requests for purchases or maintenance
- Transport animals to and from veterinary appointments or animal transfers as needed

### **Adoption Center**

- Perform all tasks relating to animal intakes, return to owners, and receiving transfers and transports
- Perform duties related to:
  - Evaluating and preparing animals for adoption
  - Successfully marketing animals for adoption, which includes taking photos and writing profiles
  - Successfully matching animals with appropriate adoptive homes, including completing adoption paperwork, and providing the adopters with counseling and education
  - Customer service for the Adoption Center and Shelter (phones, guests, etc.)

- Follow up on adoptions to ensure that animals have been placed in appropriate homes, and provide support and advice for the adopters
- Maintain animal information in PetPoint database and other required paperwork in a way that ensures all information is communicated appropriately to staff and adopters
- Act as a resource for visitors and volunteers regarding pet information.
- Maintain clear adoption signage on all adoption areas and properly label all animals with identification
- Facilitate offsite adoptions (Subaru events, Agway, etc.) as necessary
- List available animals on CVHS's website and other marketing tools in a positive way that promotes adoptions
- Assist visitors with merchandise questions and sales

### **Behavior and Health**

- Perform and record behavioral evaluations
- Assist in development of Behavior Modification plans, and the on-going training to implement those plans
- Communicate recommendations for in-shelter options and modifications for best care of animals to appropriate staff
- Provide enrichment and training opportunities for shelter animals, including communicating to staff and volunteers the daily or on-going needs of each animal
- Monitor and document all signs of illness, implementing treatment criteria established by the Medical Team, as required
- Assist with animal check-in's/medical care/euthanasia as directed by the Shelter Manager or the Director of Operations

### **Other Duties**

- Perform other duties as assigned

### **Position Details and Conditions**

- The checklist for physical activities and requirements, visual acuity, and working conditions for this position will be available for review at an interview, or can be sent upon request. **This is a physically demanding position.**
- Typical schedule: 8 am to 5:00 pm, with a 1 hour, unpaid lunch. Typical work days are Tuesday through Saturday, but can include scheduling on Sundays and Mondays.
- Full-time position preferred, can discuss possibility of part-time.

### **Position Requirements**

- Generalized computer proficiency, and high-level proficiency with our databases, including experience with social media. High-level proficiency in verbal and written skills, for regular communication with our customers and partners, both face-to-face and through email.
- Minimum of 1 year of professional experience in animal care and customer service, with animal shelter experience preferred
- Positive Reinforcement training skills preferred
- Valid driver's license required

### **To Apply:**

Send your letter of interest and resume to [erika@centralvermonthumane.org](mailto:erika@centralvermonthumane.org)