



Dane County Humane Society Volunteer Position Description

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| Job Title: | ADOPTION ASSISTANT – MAIN SHELTER |
| Reports to: | Shelter Resource Supervisor |
| Trained by: | Trained Staff/Volunteers |
| Scope of position: | This position supports Dane County Humane Society's mission and core values by providing excellent customer service to people adopting a new pet. |

Duties and Responsibilities:

Adoption Assistants help people at the main shelter as they search for a new pet that will fit their household and lifestyle. Assistants carry out a variety of tasks to ensure successful adoptions and maintain adoption center operations.

- Greet the public and answer phones
- Provide information about the adoption process and available animals
- Learn about adopters' lifestyle, animal experience, and expectations of a new pet to make an appropriate adoption match
- Provide accurate details about animals' health, behavior, and care needs using our animal database
- Help adopters complete necessary paperwork and understand adoption policies
- Enter adoption information, owner information, and memo documentation into computer database
- Sell appropriate merchandise that will benefit an adopters new pet
- Handle cash register transactions accurately
- Restock and straighten merchandise
- Keep adoption center clean and orderly
- Complete projects that facilitate adoptions

Qualifications and Requirements:

- Minimum age of 18 years old
- Excellent customer service and communication skills
- Friendly and positive attitude
- Reliable attendance and ability to work independently required
- Have high-level English reading, writing, spelling and communication skills
- Have the ability to understand, remember and follow instructions and procedures; and the ability to ask questions when appropriate
- Ability to thoroughly and accurately complete adoption paperwork
- Excellent computer skills
- Basic animal handling skills, with good understanding of responsible pet care
- Ability to squat, bend, twist, lift up to 50 pounds and be on your feet for 3 hours.
- Attention to detail is important

Training, Schedule and Commitment:

- Attend all training sessions and continuing education as required by this position. Training is extensive, and is primarily 'on the job.'
- Participate in ongoing evaluation program
- Shifts are available between 12pm-7pm Mondays, Tuesdays, Thursdays and Fridays; 12pm-5pm on Saturdays and Sundays.
- Consistent attendance required. There are procedures in place if you need time off due to illness, vacation, work or other causes. Our expectation is that you will make up any missed time.
- Commitment of one (1) three-hour shift worked per week for a minimum commitment of one (1) year