



Dane County Humane Society Volunteer Position Description

Job Title:	Adoption Pick-up Assistant
Reports to:	Shelter Resource Supervisor
Trained by:	Trained Staff/Volunteers
Scope of position:	This position supports Dane County Humane Society's Adoption Center staff by preparing materials for pets going home to their new homes and facilitating the final stages of scheduled adoptions.

Duties and Responsibilities:

Adoption Pick-up Assistants help adoptions staff by completing the final steps in scheduled adoptions. Assistants carry out a variety of tasks to ensure successful adoptions and maintain adoption center operations.

- Prepare and organize materials such as handouts, medications and food to go home with animals on adoption hold
- Provide accurate details about animals' health, behavior, and care needs using our animal database
- Complete scheduled adoptions in Petpoint, review adoption policies and paperwork with adopters and process signed adoption contract
- Scan and upload appropriate adoptions documents for accurate record keeping.
- Bring animals to adopters
- Enter adoption information, owner information, and memo documentation into computer database
- Sell appropriate merchandise that will benefit an adopter's new pet
- Process cash register transactions accurately
- Assist Adoption staff as needed with daily tasks such as taking down voicemails or writing pet profiles
- 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 2+ 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 10am-12pm every day of the week; 4pm-7pm on Mondays, Thursdays and Fridays.
- 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) 2-3 hour shift worked per week for a minimum commitment of one (1) year