



## Dane County Humane Society

*Helping People Help Animals*

5132 Voges Road • Madison, WI 53718

(608) 838-0413 • [giveshelter.org](http://giveshelter.org)

**Job Title:** Full Time Shelter Resource Counselor

**Reports to:** Shelter Resource Supervisor

**Hours:** 40 hours per week, evenings and weekends required

**Pay Rate:** \$14/Hour

**Scope of Position:** Customer service position dedicated to helping people help animals. This is achieved by counseling and educating adopters, current owners, and the general public on animal care, handling, and behavior. Employee must provide this service with a positive, compassionate, and empathetic approach to ensure DCHS is a welcoming environment for all.

### Duties and Responsibilities:

#### **Compassionate and Effective Communication with the Public and Coworkers**

**40%**

- Answer all phone calls, messages, and emails promptly and professionally.
- Greet and direct the public in a polite and prompt manner.
- Discuss and assess animal needs, history, and behavior with owners and adopters to find the best placement for the animal.
- Review our procedures and policies with the public in a positive, compassionate, and honest manner.
- Communicate effectively and completely on all paperwork and all electronic documentation with proper dates and initials or signatures.
- Advise / consult with appropriate shelter staff regarding animal medical and behavior concerns.
- Communicate and work with other departments to manage daily tasks and problem solve.

#### **Data entry and Management**

**40%**

- Use our electronic data management system to locate and interpret animal medical and behavioral information.
- Use our electronic data management system to enter person and animal info, create memos, print kennel cards, complete adoption or intake paperwork, create appointments, and upload files.

- Record all pertinent information in regards to interactions with people and animals.
- Manage electronic wait list and messaging system.
- Accurately complete payment transactions using electronic point of sale system.

### **General Duties**

**20%**

- Provide care, socialization, and adoption counseling for animals at satellite centers.
- Maintain a clean, organized, and welcoming environment.
- Maintain a positive attitude and presentation to contribute to a great work environment.
- Daily opening and closing duties, including deep cleaning of soiled areas.
- Proper organization and filing of documents and paperwork.

### **Additional Job Duties**

- Comply with all DCHS policies, procedures, and protocols.
- Train in both the Adoption Center and Front Office.
- Be a resource to and assist volunteers.
- Other duties as assigned.

### **Qualifications/Requirements:**

- High school or equivalent education. College degree, experience with animal handling and/or customer service preferred.
- Must be 18 years of age.
- Computer proficiency required, including ability to use laptops, tablets, and signature pads. Fluency in Spanish highly desirable.
- Team oriented with excellent public relations, communications skills, & organizational skills. Ability to multi-task & work under pressure.
- Critical evaluation and observation skills.
- Ability to squat, bend, reach, lift and carry 50 pounds safely, and be active on your feet for 8 or more hours.

### **To Apply:**

Please send resume and application to Aisha Jansen and Tim Clark, Shelter Resource Supervisors at [ajansen@giveshelter.org](mailto:ajansen@giveshelter.org) and [tclark@giveshelter.org](mailto:tclark@giveshelter.org).

At Dane County Humane Society, we know our work of helping people help animals directly benefits from having a diverse and inclusive workforce. DCHS is proud to be an equal opportunity employer that strives to represent the community it serves by employing people with a variety of backgrounds, perspectives and skills. Diversity and inclusion are celebrated and embraced at Dane County Humane Society. We will not discriminate against or give preference to any person because of race, color, religion, age, sex, national origin, handicap or disability, ancestry, sexual orientation, gender identity or expression, marital status, arrest or conviction record, genetic information, veteran status or other class protected by applicable law. DCHS puts people first and we are happy to work with employees and applicants to remove barriers and put any necessary accommodations into practice.