



Shelter Resource Counselor

Reports to: Shelter Resource Supervisor

Hours: Part Time, 15-25 hours per week

Compensation: \$9/hr

Responsible for responding quickly, positively, and compassionately to all questions and requests from the general public and fellow DCHS team members. Responsibilities include, but are not limited to, receiving incoming animals, reuniting lost animals, completing animal adoptions while counseling on care and behavior, and providing counseling and education regarding DCHS policies and animal welfare issues to the community.

Job Responsibilities:

- Interact with community members (internal and external) in a positive, compassionate, calm manner.
- Respond to phone calls, messages, and emails promptly and professionally.
- Advise / consult with appropriate shelter staff regarding animal medical and behavior concerns.
- Complete payment transactions accurately.
- Communicate effectively and completely on all paper and electronic documentation.
- Complete other duties as assigned.
- May focus on Reception or Adoptions, and a Satellite Adoption Center.

Qualifications/Requirements:

- High school or equivalent education. College degree, advanced training and/or experience preferred.
- Computer proficiency required.
- Excellent public relations, communications skills, & organizational skills.
- Proven ability to multi-task & work under pressure.
- Critical evaluation and observation skills.
- Practical knowledge of domestic animals (can be developed in position).
- Thorough understanding and dedication to the philosophies of animal welfare and Dane County Humane Society (can be developed in position).
- Ability to squat, lift (50 lbs safely), and bend.
- Valid driver's license and a good driving record.

To apply:

Send resume, cover letter, and employment application to Aisha Jansen and Erin Woodward, Shelter Resource Supervisors.

Email: ajansen@giveshelter.org and ewoodward@giveshelter.org

Mail: 5132 Voges Rd, Madison 53718