

# Peninsula Humane Society & SPCA

## Customer Service Representative/Adoptions Counselor

**Job Title:** Customer Service Representative/Adoptions Counselor (16 hours/week)  
**Division:** Operations  
**Reports To:** Adoptions Manager  
**FLSA Status:** Non-Exempt/Union/Part-time  
**Salary:** \$22.66 per hour

**Summary:** Work with the public to place animals into permanent, loving and responsible homes. Assist the public with all inquiries and requests in a positive friendly manner. Educate and counsel the public on responsible pet ownership. This position is represented by Union Local 856.

**Essential Duties and Responsibilities:** include the following (other duties may be assigned):

- Perform job duties operating in a manner that is consistent with the goals/objectives of PHS, ensuring policies are being applied in a manner that is effective in reaching those goals.
- Show animals available for adoption in an educational and informative manner, seeking to make logical and lasting matches by utilizing the animals' medical and behavioral evaluations as well as the potential adopter's profile information.
- Counsel visitors on safe behaviors when meeting adoptable animals to ensure a positive experience for all and to prevent avoidable quarantines to animals like puppies and kittens that can play rough in adoption visits.
- Be able to work with a diverse customer bases – listening to and communicating with various personality types to work towards positive adoption outcomes for the animals as well as the people we serve.
- Actively make suggestions for more appropriate animals to adopters who may be looking at an animal that doesn't quite fit their experience level – rather than simply saying no.
- Participate in Behavior Playgroups to increase adoptability of shelter dogs.
- Make additions to our website as new animals are brought up for adoption – including photos and bios. Also removing animals from our website in a timely fashion as they are adopted.
- Daily care, cleaning and feeding of Adoptable Exotic Animals at Lantos, as well as educating the public and adopting them into suitable homes.
- Maintain a positive, educational approach with a willingness to listen when dealing with the public, the staff and volunteers.

- Administer microchip IDs to public animals at owner's request.
- Vaccinate dogs and cats and occasionally administer medication to exotic animals.
- Counsel and work with the public on issues related to responsible animal care, such as spaying/neutering, vaccinations, vet care, identification, animal behavior, adoptions, etc.
- Handle all counter transactions, which include, but are not limited to: adoption interviews, cashier duties, dog/cat licensing, and microchips/ID tags.
- Provide spot cleaning in kennels and maintain the Adoption Center's appearance throughout the business day. This also includes putting away donations, keeping shelter laundry running and other tasks associated with general cleanliness.
- Safely handle and socialize all animals PHS/SPCA makes available for adoption, including exotics (birds, reptiles, mammals).
- Work effectively under pressure to deliver results in a fast-paced environment.
- Work professionally and effectively with the public, volunteers and fellow co-workers.

**Qualifications :** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Must be available to work on the weekend and a day within the week.
- Proficient using Microsoft office and Chameleon database.
- Upon hire, must complete and pass a background check.
- Upon hire, must complete procedures to join union.
- Possess a valid California driver's license with a satisfactory driving record, to be insured by our insurance company.
- Good working knowledge of animal breeds, nutrition, general care, training and related information.
- Knowledge, appreciation and respect for animals, including birds, reptiles, rodents and small animals.

- Ability to work with and handle animals. Highly motivated toward the welfare and humane treatment of all animals.
- Must demonstrate clear and professional communication skills, addressing issues as they arise with our shelter animals for quick resolution by Behavior or Veterinary staff, as appropriate.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job at a nonprofit agency. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. They include, but are not limited to the following: able to lift or move up to 50 lbs.; stand or sit for extended periods of time; reach to an arm's length; vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus; use hands and fingers to handle or feel; occasionally required to climb, balance, stoop, kneel, crouch, or crawl.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The majority of the work performed is in an animal shelter setting and the noise level is usually moderate to loud. May be exposed zoonotic diseases. Occasionally exposed to outside weather conditions. This position has designated start times due to time-sensitive duties, opening the shelter, offering services, etc.

EOE/M/F/D/V/SO