

COCHRANE & AREA HUMANE SOCIETY JOB DESCRIPTION

Adoption Counsellor

Position Description:

The Adoption Counsellor will be responsible for greeting the public, meet & greets of adoptable animals with potential adopters including discussion of best pet matches, admitting stray and surrendered animals and releasing animals under bylaws. The position reports to the Operations Manager. We offer a competitive salary range and where applicable a group benefits and group RRSP plan.

This position is a 29-hour work week working Tuesday - Friday 11:30-6pm, Saturday 10:30am-4pm.

Salary Range: \$16-\$19 per hour

Position Responsibilities:

- greet the public, providing support and resources
- meet & greets of adoptable animals with potential adopters including discussion of best pet matches
- animal intake processes as requested
- the completion of adoption contracts and related paperwork
- maintain accurate and detailed records of each animal in our care
- ensure appropriate kennel signage is in place for all animals
- intermediate secretarial and office duties including data entry, answering the telephone, faxing, email
- respond to public enquiries in a professional, courteous, and timely manner
- cover reception desk and duties as required
- cover or provide support to intake and release desk and duties as required including admitting and releasing animals in accordance with municipal by-laws, screening surrender requests
- assist with writing adoptable animal bios as needed
- promote Norm's Nook pet supply store and assist customers with products
- promote CAHS events and programming
- provide support and guidance to volunteers
- communicating animal related health and behavioral concerns to Management in a timely manner
- daily cleaning and organizing of the adoption areas and workstations
- provide support to animal care staff with cleaning of adoption kennels and public animal areas as needed or requested
- complete accident/incident reports as necessary
- handle all animals in a humane way using positive reinforcement methods
- conduct themselves in a professional and courteous manner at all times while working as an employee of the Cochrane & Area Humane Society
- communicate animal related health and behavioral concerns and any occupational hazards to the Management in a timely manner
- remain familiar with and supportive of, the goals and mission of the Cochrane & Area Humane Society
- adhere to Shelter Policy and Procedures
- ensure appropriate and timely communication is shared within and between departments daily
- complete all mandatory training
- complete other related duties as requested by Shelter Management

Qualifications and Skills:

- exceptional communication and customer service skills, and intermediate office & computer skills
- previous animal handling experience and behaviour knowledge a definite asset
- ability to successfully handle all breeds and sizes of cats, dogs, and small animals
- physically capable of working in a fast-paced environment that includes lifting, bending and other repetitive movements
- reliable, trustworthy, able to work well in a “team” atmosphere as well as capable of working independently
- strong organizational, productivity and time management skills
- ability to communicate effectively, both orally and in writing
- previous experience working with volunteers a definite asset
- genuine concern for the welfare of animals

Evaluation:

Shelter Management will evaluate the performance of the Adoption Counsellor within the first year of employment at three months, six months, and yearly thereafter as per the Performance Management System.

Application Process:

If you would like the opportunity to be a part of a caring and compassionate team working for an important cause, please forward your *resume with salary expectations* to:

Cochrane & Area Humane Society
62 Griffin Industrial Point
Cochrane, AB T4C 0A3
Or email resume to: operations@cochranehumane.ca

Please note: Only those candidates considered for the position will be contacted.

Hiring Immediately

Updated January 15, 2025