

Charleston Animal Society (CAS)

JOB DESCRIPTION

<u>Dept./Division:</u>	Animal Services
<u>Title:</u>	Cat Room Adoption Counselor
<u>Supervisor/Title:</u>	Manager of Adoptions
<u>Direct Reports:</u>	None
<u>Working Relationships</u>	Manager of Adoptions, Co-workers, Volunteers, Customers and Adopters
<u>Compensation:</u>	Non-exempt; Full-time, commensurate with experience and qualifications.
<u>Job Summary:</u>	Reporting to the Manager of Adoptions, this position supports the Society by working with prospective adopters in the cat adoption room. Position responsible for maintaining a clean and organized work environment.
<u>Key Responsibilities:</u>	<ul style="list-style-type: none">• Adhere to the highest ethical standards and provisions of animal care in a safe, competent, professional and humane manner at all times.• Greet customers and potential adopters with enthusiasm and professionalism.• Answer phone in a professional manner and provide accurate information to callers.• Provide excellent customer service at all times.• Explain any medical/behavioral disclosures to adopter prior to starting the adoption process.• Collect fees from customers.• Administer medication under the supervision of staff veterinarian.• Maintain accurate medical and adoption records.• Provide enrichment to animals.• Perform Feline-ality.• Maintain cleanliness of cats for adoption, cat rooms and front lobby area on a continuous basis throughout the day.• Other duties as assigned.
<u>Qualifications:</u>	<ul style="list-style-type: none">• High school diploma or equivalent required.• Valid South Carolina Driver's License and excellent driving record required.• Prior experience working with cats preferred.• Ability to provide excellent customer service.• Demonstrated skill and ability in animal handling, care and maintenance.• Ability to work independently with minimal supervision.• High degree of organizational skills.• Ability to communicate orally and in writing.• Basic data entry knowledge.• Ability to clean continuously.
<u>Additional Information</u>	<ul style="list-style-type: none">• Physical requirements include but not limited to, walking, standing and moving of animals and equipment (ability to lift 50 pounds).• Ability to stand a minimum of 10 hours per day.• Must pass a pre-employment drug screen and background check.
<u>Schedule:</u>	Primary schedule may include weekdays and/or weekends, including evenings, as appropriate.
<u>Working Area:</u>	Charleston Animal Society

Job Description Approved by:

Position Authorized by:

Employee Review & Acceptance:

Date: _____

Date: _____

Date: _____