

Customer Care and Adoptions

Objectives: Assist our Adoption Specialists in counseling potential adopters on finding the right match for their family and home. Positions are currently for cats and small animals only.

Supervisor: 1) Shelter Manager
2) Area Coordinator
3) Outreach Coordinator

Days & Hours Needed:

- Shifts are available during our open hours Tuesday through Sunday.

Qualifications & Special Skills Required:

- Willingness to clean up animal waste
- Must be able to squat and bend
- Must be able to work safely and respectfully around animals
- Experience handling animals is preferred, but training is required regardless
- Must be able to follow sanitation and safety protocols
- Must be comfortable speaking with the public
- Excellent positive communication skills
- Must maintain a positive relationship with all clients and staff
- Must adhere to PARLs Open Adoptions policies and procedures

Responsibilities:

- Use open communication to learn about potential adopters and help find appropriate matches
- Spend time with the cats and small animals learning about them to make better matches
- Make adoption packets and other handouts for the Front Desk
- Make sure cat cage cards are clean and legible
- Update the Cat Adoption Profile binder
- Ensure overall cleanliness of facility throughout the day
- Assist with laundry as needed

Required Training:

- Volunteer Orientation
- Safe Animal Handling Class
- One-on-One Area Training (i.e. Cat Care, Dog Care, Smallie Care)
- Complete 20 hours of Morning Animal Care
- One-on-One training with Cat Care Coordinator or assigned Adoption Specialist (typically requires multiple training shifts to learn the counseling process)
- Laundry Protocols
- Open Adoptions Training Class