



JOB POSTING

POSTING DATE: 06/18/2026

POSITION: ADOPTION COUNSELOR

CLOSING DATE: OPEN UNTIL FILLED

STATUS: FULL TIME/HOURLY

REQUIRED EXPERIENCE: 6 Months to 1 Year in a customer facing/service role

REQUIRED EDUCATION: HIGH SCHOOL DIPLOMA/GED

BASE PAY: DOE

JOB DESCRIPTION

The Adoption Counselor provides compassionate, customer-focused support to match pets with appropriate adopters while ensuring their health and well-being. This role reports directly to the Adoption Supervisor.

Principal Duties and Responsibilities

- Works collaboratively with all departments and other adoption counselors to achieve positive placement of the pets we serve.
- Provides accurate information and friendly professional service to the public and to co-workers in a positive, courteous, truthful and tactful manner.
- Process adoption applications and interviews including sharing information with the Supervisor/Assistant Supervisor in approving and denying applications.
- Responsible for ensuring the comfort, safety, and well-being of all shelter animals.
- Assists in monitoring equipment for proper operation (computers, tag machine, etc.).
- Monitors supply needs and communicate to Supervisor of what is needed in a timely manner.
- Maintain clean, orderly and sanitized work areas on a regular basis and learns area documentation.
- Identifies problems and notifies Supervisor.
- Provide advice on responsible pet ownership and animal behavior.
- Ability to make correct change and follow accounting procedures.
- Performs other duties as required to insure a positive public image and to improve the functioning of this organization as assigned by the Adoption Supervisor and Assistant Adoption Supervisor.

Additional Duties and Responsibilities

- Instruct and work collaboratively with volunteers.
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules, and must be willing to report safety violations and potential safety violations to appropriate supervisory or management personnel.
- Must support and demonstrate the agency's core values – Customer Service, Adaptability, Respect, Responsibility, Integrity, and Compassion.
- All other duties assigned.

Minimum Knowledge and Skills Required by the Job

- Basic computing skills (Google Workspace and Microsoft Suite environment).
- Valid Driver's License and insurable driving record.
- Knowledge of basic animal behaviors for safety

Work Environment

- Potential for exposure to zoonotic diseases.
 - Exposure to high noise levels when in the kennel area, chemicals used to sanitize facilities, vehicles, or equipment, and other physical situations that involve all forms of animal life
 - Potential for animal bites and scratches while handling animals.
 - Indoor and outdoor work in varying weather conditions
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Physical Requirements of the Job

- Must stand, walk, bend, and stoop to perform duties.
- Must have the ability to perform prolonged physical activity.
- Must be able to stand and walk for 8 hours.
- Ability to lift 50lbs.
- Able to drive various vehicles.
- Will be expected to work weekends, holidays, and off-hours.
- The job may require performing tasks that involve potential exposure to blood, body fluids, or tissues, including animal and human tissues.
- Ability to work in an environment with frequent exposure to animal hair, dander, cleaning agents, and related allergens.

Additional Attributes

- Treats all animals humanely, with compassion and concern, both on and off the job, and transmits these values to others.
 - Commitment to a high standard of safety and willingness to comply with all safety laws and all of the agency's safety policies and rules.
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