



Title: Adoption Counselor

Department: Community Engagement

Reports to: Director of Community Engagement & Volunteer Manager

Updated on: 4/5/16

Status: Unpaid Volunteer

Hours: TBD

Brief Description:

This is a very rewarding position in which you bring people and animals together. This volunteer is responsible for showing cats and dogs to potential adopters, answering general questions, and helping our animals find their forever home. Volunteers in this position must be comfortable interacting with the general public, and have a strong working knowledge of the animals we have that are ready for adoption.

Responsibilities:

- Meet Mission & Vision of Tulsa SPCA.
- Comply with all Tulsa SPCA policies and procedures, including a high standard of dependability for promptness and attendance.
- To start a dialogue about the adoption processes, animals we have ready for adoption, and any other concerns that may need to be addressed.
- Assist with adoption paperwork and data entry.
- Show adoptable animals to the public and answer any relevant questions.
- Other duties as assigned.

Qualifications:

- At least 18 years old
- Must exhibit strong interpersonal and customer service skills; along with excellent verbal and written communication skills.
- Must exhibit strong skills of attention to detail, and task orientation.
- Flexible and adaptable to fast paced environments, and stressful situations.
- Multi-task and self-starter, ability to learn quickly.
- Must remain professional, calm, polite, friendly and empathic at all times; even during stressful situations.
- Must complete Adoptions 101 training.