



Job Description

Job Title: Adoptions Associate
Classification: Full or part time, hourly, non-exempt
Department: Shelter
Job Relationships: Reports to Adoption Supervisor, works closely with Animal Care Departments
Job Summary: Responsible for providing client service and adoption of shelter animals

Client Services Duties

- Provides quality service to customers, volunteers, and staff recognizing their individual contributions to the success of our organization
- Provides prompt in-person and telephone customer service
- Actively solicits donations from clients, assists with accepting in-kind donations
- Generates revenue in retail sales through suggestive selling prior to completing transactions
- Actively promotes and markets APL animals and matches them to appropriate families
- Educates clients on responsible animal guardianship and animal care
- Conducts adoptions, provides adoption counseling/animal selection assistance, enters computer data, completes necessary paperwork and performs follow-up services
- Assists clients seeking lost or adoptable animals
- Actively promotes the APL programs and events to clients, volunteers, and staff
- Participates on committees and special projects as assigned
- Keeps service desk areas orderly, stocked and cleaned following disinfections protocol
- Represents the APL in a professional and courteous manner at all times to clients, volunteers, and staff
- Assists in the training of new staff/volunteers as assigned
- Other duties as assigned

Care of Shelter Animals

- Performs daily cleaning of public areas
- Stocks areas and spot-cleans kennels and public areas throughout the day
- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk
- Keeps Supervisor and Animal Care Department informed of animal behavior, health or concerns
- Maintains accurate kennel and computer records
- Performs euthanasia as assigned
- Performs Closing Supervisor duties as assigned

Qualifications

- High school diploma or equivalent preferred
- Ability to read and understand instructions
- Ability to become certified in safe animal handling within 90 days of employment
- Able to work with animals, disinfectants & cleaning supplies
- Able to perform physical work: scrubbing, mopping, bending, lifting, walking and standing for up to 10 hours a day, lifting up to 50 pounds with assistance

Knowledge/Skills/Abilities

- Ability to work in a fast-paced environment with a variety of people
- Ability to use a computer, working in a windows environment
- Knowledge of animal breed, behavior, and handling
- Knowledge of animal health, able to identify illness helpful
- Ability to prioritize and perform duties efficiently and effectively with an adequate amount of independence
- Euthanasia certified or the ability to become euthanasia certified within 6 months of employment; willing to perform euthanasia
- Committed to maintaining the Cleveland Animal Protective League's high standard of animal care and mission to foster compassion and end animal suffering

Work is performed in an animal shelter that operates 7 days per week, with exposure to animals and high noise levels, exposure to zoonotic diseases, & cleaning chemicals.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. The APL requires pre-employment criminal background checks and drug testing.