# BEHAVIOR & ADOPTIONS COUNSELOR – Animal Welfare League of Arlington

**Behavior & Adoptions Counselor**

The Behavior & Adoptions Counselor is a part of the Behavior & Adoptions Team of the Animal Welfare League of Arlington and will assist with all aspects of the adoption and training program for the League. This position is based in Arlington, Virginia.

**About the Animal Welfare League of Arlington**

Since 1944, the Animal Welfare League of Arlington has been committed to improving the lives of animals. The League provides temporary care and refuge for homeless and suffering animals; places animals in loving responsible homes, provides animal control services to Arlington County, and subsidizes county funds to provide a wealth of animal welfare and community services. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare league of Arlington is dedicated to creating a world where all companion animals find compassionate and permanent homes. For more information, please visit [www.awla.org](http://www.awla.org)

**Reporting Relationships**

This position reports to the Director of Behavior & Adoptions and works within a team 3-4 staff members. The Behavior & Adoptions Counselor will also work closely with League staff, volunteers, and the public.

**RESPONSIBILITIES**

* Assist with all aspects of adoption program including dog behavior evaluations, reviewing and qualifying applicants to adopt, and conducting pre-adoption consultations advising adopters on behavior, training and health
* Qualify and counsel potential adopters applying to adopt cats, dogs, and small companion animals
* Facilitate additional animal assessments when needed and identify and work with animals in need of training/behavior modification
* Resolve issues and provide behavioral support concerning adoptions either pre or post adoption through email, phone and in person
* Manage operational protocols for tracking adoption follow-ups
* Respond to Behavior Helpline emails from pet owners seeking advice as needed
* Administrative tasks including, but not limited to, restocking supportive materials, filing contracts, creating adoption folders, drafting weekly PAC schedule and data entry
* Take photos and videos of adoptable animals for their adoption pages, as well as social media
* Post adoptable animals on applicable adoption sites for added exposure/ interest
* Create flyers, posters and other promotional materials for local businesses or organization events to advertise adoptable animals
* Write articles on department related news for organization newsletters
* Utilize social media such as Facebook and Instagram to network with the community and engage the public with adoptable animals and organization programs
* Attend biweekly Employee Advisory Committee Meetings as point person from adoptions
* Update lobby slide show pictures of adopted animals
* Transport animals to groomers, vet appointments, special events, TV segments, etc. as needed
* Assist in screening potential adoption candidates from outside organizations
* Develop and present training to shelter staff/volunteers on a variety of animal related subjects as assigned
* Participate in euthanasia decisions for behaviorally compromised animals
* Coordinate and attend events to promote AWLA and our adoptable animals
* Other duties as assigned

**External Relations**

This position is required to interact directly with the public working at the front desk in customer service and adoptions, as well as dispatch animal control calls on a rotating basis with other staff members a minimum of eight (8) hours per week.

**Required Qualifications**

* 5+ years of professional work experience in an Animal Shelter or in an Animal Care environment
* Knowledge of animal care and behavior
* Prior skills in handling and assessing animal behavior
* Excellent customer service and counseling skills
* Strong interpersonal skills and demonstrated ability to write clearly and persuasively
* Demonstrated ability to engage, inspire and instruct people
* Bachelor’s degree in a relevant discipline or equivalent paid work experience in a similar role
* Flexible schedule with the ability to work at least one evening a week and up to two weekend days per month
* Detail oriented with proven organizational skills
* Computer literacy with advanced social media skills

**Desired Qualifications (helpful but not required)**

* Experience in the field of animal welfare or animal shelter
* Experience with “hands on” nonprofits
* Experience working with PetPoint

**Personal Characteristics**

* A deep commitment to the mission of the organization
* Ability to think analytically, creatively, and problem solve, combined with a willingness to ask questions and work collaboratively
* Ability to work calmly under pressure and within a small dynamic team
* Energetic, hard-working, and a team player
* Positive, enthusiastic, professional image in representing AWLA, both internally and externally
* Discretion with confidential information

**Travel Requirements**

This position may require occasional travel in order to attend meetings and other community events

**Typical Physical & Mental Demands**

Requires frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and various weather conditions. May assist in animal restraint and deal with distressed animals, and could be subject to bites and scratches. May be required to lift heavy items (possibly up to 50 lbs) or animals and be physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions**.**

Must be comfortable around dogs, cats, small companion animals and all wildlife.

Will be required to receive rabies prophylaxis vaccine, hepatitis-B, and tetanus vaccinations.

**Compensation**

This is a full time, non exempt, hourly position with medical benefits and vacation and sick time. The compensation for the position is within the SAWA median range.

**To Apply**

Please submit the following application materials to Claudia West at [jobs@awla.org](mailto:jobs@awla.org) with Behavior & Adoptions Counselor in the subject line:

* A thoughtful cover letter describing your interest in the position and relevant experience/qualifications
* Current Resume
* Salary requirements

*Animal Welfare League of Arlington is an Equal Opportunity Employer, with a commitment to diversity in the workplace.*

*Applications will be considered on a rolling basis. Position will remain posted until filled. No phone inquiries, please.*