ADOPTIONS & MATCHMAKING COUNSELOR – Animal Welfare League of Arlington

Adoptions & Matchmaking Counselor
The Adoptions & Matchmaking Counselor assists with all aspects of the adoption program for the League focusing on counseling the public on pet ownership to inspire a more humane community. The ideal candidate enjoys working in a fast paced, busy environment and finds working with people as enjoyable as with animals. Bilingual English/Spanish is required. This is a full-time position based in Arlington, Virginia.

About the Animal Welfare League of Arlington
The Animal Welfare League of Arlington (AWLA) provides animal adoption and community programs to the Northern Virginia and D.C. Metropolitan area, as well as animal rescue, control, and wildlife services within Arlington County. For more than 75 years, AWLA has remained committed to its mission to improve the lives of animals and the people who love them by providing resources, care, and protection. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare league of Arlington is dedicated to creating a humane community in which animals and people live together harmoniously. For more information, please visit www.awla.org

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

RESPONSIBILITIES

- Facilitate the adoption process virtually and on site at AWLA. Offer adoption consultations on behavior, training and health. Assist the public with adoption choices in an approachable, respectful and courteous manner using the open adoption model. Counsel potential adopters applying to adopt cats, dogs, and small companion animals.
- Resolve issues and provide support concerning adoptions either pre or post adoption via email, phone and in person. Manage operational protocols for tracking adoption follow-ups
- Assist in all adoption related administrative tasks such as restocking supplies and supportive materials, filing contracts, creating adoption folders, taking photos of animals, PetPoint data entry, and other programs
- Oversee retail inventory, Maintain, order and stay within budget
- Interact with, train, and engage volunteers on a daily basis. Provide training focusing on retention and safety
- Show available pets to potential adopters
- Organize adoption paperwork

- Create kennel cards, website profiles and update as needed to portray our available pets in a fun and engaging way
- Update and review as needed, document and update results, stages, memos and/or holds based on results
- As requested, track statistics and submit to supervisor
- Maintain a clean and safe environment for the animals and public
- Participate in ongoing educational opportunities for staff, volunteers and the community, including kid's camp
- Assist in managing operational protocols for tracking adoption follow-ups
- Write articles on department related news for organization newsletters as requested
- Assist in utilizing social media such as Facebook and Instagram to network with the community and engage the public with adoptable animals and organization programs as needed
- Transport animals to groomers, vet appointments, special events, TV segments, etc. as needed
- Assist in screening potential adoption candidates from outside organizations
- Assist and cross train in other departments
- Assist with planning of activities for and at adoption events
- Other duties as deemed necessary and consistent with the mission of the League

External Relations

This position is required to interact directly with the public working at the either at the front desk, in the shelter, or via virtual adoptions.

Required Qualifications

- Hands on experience with animals in either a shelter, clinic or other comparable environment
- Bilingual English/Spanish
- Knowledge of animal body language
- Knowledge of (or willingness to learn) animal care and behavior to include dogs, cats, and small companion animals
- Ability to work comfortably with and around animals following AWLA procedures and protocols
- High school diploma or equivalent
- Excellent customer service and counseling skills, pleasant demeanor, patient and professional
- Strong interpersonal skills and demonstrated ability to write clearly and persuasively
- Demonstrated ability to engage, inspire and instruct people
- Flexible schedule working with the needs of the shelter, includes weekends and evenings
- Detail oriented with proven organizational and follow through skills, capacity to work well under pressure

- Computer literacy with advanced social media skills
- Commitment to the AWLA mission

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
- Valid driver's license and clean driving record

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, nonexempt hourly position. Generous benefits include: medical, dental, and vision coverage, 12 annual paid holidays, 3 floating holidays, 7% employer retirement contribution after 2 years of employment and much more. This position qualifies for the Public Service Loan Forgiveness Program. The compensation for the position is within the AAWA (Association of Animal Welfare Advancement) median range and the League pays a **salary bonus** for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese.

To Apply: Please submit the following application materials to Claudia West and apply directly through our website: https://www.awla.org/about/careers/

If you are unable to access our website, please submit application materials to Claudia West at jobs@awla.org with **Adoptions & Matchmaking Counselor** in the subject line.

- A cover letter describing your interest in the position and relevant experience/qualifications
- Current up to date resume

We welcome applications from people of color, indigenous people, LGBTQ individuals, and other communities that have been marginalized and disproportionately impacted by violence and abuse. The League values a diverse and dynamic workforce and is committed to providing equal

employment opportunities to all employees and applicants for employment and promotions without regard to race, color, religion, gender, sexual orientation, gender identity, marital status, veteran status, age, national origin, disability, or any other basis protected by federal, state or local law. Applications will be considered on a rolling basis. This position will remain posted until filled. **No phone inquiries, please.**