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| Job Title: | Adoptions & Matchmaking Counselor | Department: | Adoptions |
| Reports to: | Sr. Director of Operations | Status: | Full time, non-exempt |
| Location: | Arlington, VIRGINIA | Salary Range: | \$15.00 - \$19.50 per hour |

Benefits: We offer premium medical benefits, dental and vision insurance; separate vacation and sick time accruals, 12 annual paid holidays plus 8 annual floating holidays (for 2023); flexible working hours and the opportunity to work remotely a few days per week for qualified positions. After 2 years of employment, employees qualify for a retirement contribution of 7%. This position also qualifies for the Public Service Loan Forgiveness Program and the League pays a salary bonus for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese. Plus, free pet adoptions, pet vaccines and more!!

Summary: 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. To learn more about the Animal Welfare League of Arlington and how to apply, please visit us at <https://www.awla.org/about/careers/>

Responsibilities include the following however other duties may be assigned:

- 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
- Transport animals to groomers, vet appointments, special events, TV segments, etc. as needed
- Assist and cross train in other departments
- Assist with planning of activities for and at adoption events

Supervisory Responsibilities: None however this position will interact with, train and engage volunteers as well as participate in ongoing educational opportunities for staff, volunteers and the community



Qualifications:

- Hands on experience with animals in either a shelter, clinic or other comparable environment
- Bilingual English/Spanish preferred but not required
- High school diploma or equivalent
- 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 League procedures and protocols
- Creative forward thinker with a focus on problem solving
- Excellent customer service and counseling skills, patient and professional
- Strong interpersonal skills
- Ability to work on multiple projects and meet deadlines
- Demonstrated ability to engage, inspire and instruct people
- Ability to work both independently and as part of a team in a hands-on work environment
- Ability to maintain calm, composed and positive in stressful, sensitive or emergency situations
- Flexible schedule with the ability to work evenings, weekends, non-standard hours and overtime, if needed
- Detail-oriented with proven organizational and follow-through skills, capacity to work well under pressure
- Adaptable to shifting needs, evolving priorities and urgent situations that arise
- Strong computer literacy and proficiency with Microsoft Office and Google Suite; experience with shelter database helpful but not required
- Valid driver's license and clean driving record
- Ability to maintain discretion with confidential information
- Have a passion for the mission and a deep commitment to the goals of the organization

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 variable indoor and outdoor temperatures. May assist in animal restraint and deal with distressed or dangerous animals, and could be subject to bites and scratches. Requires manual dexterity to keep a strong animal on leash or operating a door while holding a strong animal on leash simultaneously. May be required to lift heavy items or animals (upwards of 50 lbs) and be otherwise 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, reptiles, amphibians and wildlife.

Vaccination requirement: Upon hire, employees will be required to receive rabies prophylaxis and tetanus vaccinations.

*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. We aim to maintain a diverse and dynamic workforce and are committed to providing equal employment opportunities (EEO) 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 and positions remain posted until filled. **No phone inquiries, please.** The Animal Welfare League of Arlington is a 501(c)3 non-profit organization.*