

## Customer Service Representative/Adoptions Counselor

### Who We Are

Founded in 1994, SAFE Haven for Cats is Raleigh's no-kill shelter and low-cost spay/neuter clinic. Since opening, SAFE Haven has orchestrated the adoptions of more than 9,000 cats and kittens and spayed or neutered over 27,000 animals in our clinic.

### Who We Need

SAFE Haven for Cats believes in the value and importance of human/animal relationships. We are looking for compassionate individuals who not only love cats but love interacting with people. We will provide training for the right candidates.

This is a part-time position that provides support for adoption facilitators and cat care team members during weekends and events.

### Is It You?

You may be our ideal Customer if you meet the description above, and if you:

- Have been an adoption counselor for an animal welfare or rescue organization.
- Can demonstrate all of the competencies needed to be an expert team leader for cat adoptions. These include handling cats, trimming cats' nails, explaining cat behaviors, and discussing an animal's medical and vaccination history.
- Have used, or are willing to learn to use, a shelter management system such as Animal Shelter Manager so you can print adoption rosters, cage cards, contracts, and medical information.
- Are comfortable talking to all types of people about the unique characteristics of all different types of cats.
- Know how to "close a sale" without being too pushy.
- Can determine what the shortlist of potential cats and kittens are for a particular adopter just by reading their survey.
- Can manage, supervise, and lead teams because of your great interpersonal skills.
- Are excited to send home kitties with just the right amount of toys and accessories.
- You want your work to be more than just a paycheck; you want to make a difference for people and their pets!

### Essential Duties

- Ensure that the program is operating in a manner that is consistent with the goals/objectives of the organization.
- Ensure that the policies are being applied in a manner that is effective in reaching those goals.
- Maintain a positive, educational approach with a willingness to listen when dealing with the public, the staff and volunteers.
- Counsel and work with the public on issues related to responsible animal care, i.e. spaying/neutering, vaccinations, vet care, identification, animal behavior, adoptions, etc.
- Supervise volunteer adoption counselors and facilitators.
- Access documents from Shelter Manager as required.

- Handle all counter transactions, which include, but are not limited to, the following: adoption interviews, cashier duties, explaining medical history, accessing additional information on Animal Shelter Manager.
- May receive incoming cats, complete, general information requests, and administrative paperwork.
- Will provide spot cleaning of enclosures.
- Will assist in morning and evening feedings.
- Monitor and occasionally work in the shelter's on-site retail store, located in the main lobby.
- Store duties include ringing purchases/returns, providing general assistance for shoppers, stocking shelves and organizing merchandise on display.
- Will need to be able to safely handle and socialize all cats and kittens available for adoption.
- Duties also include administering adoptable animal medications as directed and prescribed by staff medical director.
- Work quickly and effectively under pressure to deliver results in a fast-paced environment
- Communicate professionally and effectively with coworkers, volunteers and the public. Work professionally with the public, customers and fellow co-workers.

### Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Good working knowledge of cat breeds, nutrition, general care, training and related information.
- Knowledge, appreciation and respect for animals.
- Ability to work with and handle animals.
- Highly motivated toward the welfare and humane treatment of all animals.

### Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Postsecondary education in veterinary assisting or other applied health science preferred. Previous experience in adoption counseling or facilitation required with preference given to individuals who have worked in non-profit animal welfare organizations.

**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Animal Shelter Manager or become proficient within the first six months from hire date. Basic knowledge, or become proficient with Microsoft Office and computer keyboarding skills, and data entry.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. They include, but are not limited to the following: able to lift or move up to 50 lbs; stand or sit for extended periods of time; reach to an arm's length.

While performing the tasks listed elsewhere in this document, incumbent may be exposed zoonotic diseases.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the tasks listed elsewhere in this document, incumbent may be routinely exposed zoonotic diseases, cleaning agents such as bleach and above-average noise levels, occasionally exposed to outside weather conditions.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### Interested?

Please submit your resume and detailed cover letter to [info@safehavenforcats.org](mailto:info@safehavenforcats.org) on why you would be a good fit for this position. List **Customer Service Representative** in the subject line of your email.

Candidates who do not submit both a resume and cover letter will not be considered.

Job Type: Part-Time Non-Exempt, averaging 20-25 hours per week

Schedule: Weekend, evening, and holiday work required

Pay Range: \$10 to 12 per hour depending on qualifications and experience

We are an Equal Opportunity Employer and welcome a diverse pool of applicants. EOE/M/F/D/V