



## Adoption Counselor

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**Department:** Adoptions  
**FLSA Status:** Non-Exempt  
**Job Type:** Regular  
**Positions Supervised:** None

**Job Status:** Part Time/Full Time  
**Reports To:** Adoption Manager  
**Amount of Travel Required:** None  
**Work Schedule:** Varies

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### Position Summary:

The primary responsibility of the Adoption Counselor involves facilitating the adoption process by utilizing best practices and matchmaking abilities to secure permanent, caring homes for animals in need. This role also entails ensuring a positive experience for prospective adopters through exceptional customer service, which includes welcoming and aiding shelter visitors, volunteers, and potential adopters. Additionally, a deep understanding of SASF's animals is essential for this position. The ideal candidate should possess qualities such as being outgoing, friendly, and capable of creating a positive environment for both shelter visitors and staff. It is expected that all Adoptions Counselors maintain a professional and positive demeanor at all times.

### Responsibilities & Duties:

- Greet and assist visitors with impeccable customer service. As the first point of contact, you are expected to be a welcoming, upbeat and friendly ambassador of the shelter.
- Responsible for the entire adoption process, including but not limited to promoting pets, shelter pet matchmaking, application review, interviewing potential adopters and using sound judgement to place the pet in the best and most appropriate home.
- Follow adoption guidelines and protocols in accordance with SASF policies and procedures.
- Provide information on SASF policies, values, mission, programs, and events, to the public.
- Give tours, meet-and-greets with animals and provide knowledge of the animals to potential adopters.
- Share behavior information and shelter approved training techniques with adopters.
- Manage and schedule, with the input of the training department, interactions of potential adopters with their animals.
- Willing and able to learn about animal behavior, and ways to deal with common challenges to match adopters with animals.
- Provide post-adoption support and resources to adopters to ensure successful integration of the pet.
- Follow up on adoption by phone once the animal has been placed into a new home.



- Maintain meticulous records including those for adoptions, follow-ups, and interactions with adopters, as well as intake data.
- Process intakes of stray and surrender animals, as well as output and return to owners.
- Capture photos of all animals at the time of intake.
- Coordinate surrenders with Behavior Training Department.
- Work effectively with Adoption team and all other departments.
- Assist with answering phones and animal database record keeping.
- Update animal records accurately and in detail.
- Prepare management reports as requested.
- Assist in walking, cleaning and socialization of animals if needed.
- Promote merchandise from SASF retail shop.
- Other related duties.

### **Experience & Requirements:**

- High School Diploma or equivalent.
- 2 years' experience in customer service, animal-related, and/or non-profit settings preferred.
- Ability to work on weekends and holidays.
- Bilingual (English/Spanish) preferred but not required.
- Experience with ShelterLuv, Chameleon or other similar databases a plus.
- Flexible under pressure with ability to work in a fast-paced environment.
- Maintain a positive attitude: Be friendly, courteous and treat everyone with respect.
- Detail oriented, organized, and thorough in completing work tasks.
- Active Listener: Giving full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.
- Possesses a passion for animals.

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Full-time position offers full benefits, including medical, dental, vision, PTO and holidays after 60 days of employment. Salary based on experience. Hours may require working on weekends and holidays. Bilingual (English/Spanish) preferred, but not required. All are encouraged to apply. Visit our website at [sasf.org](http://sasf.org).

**Please send Resume to Beatrix Parash at [bparash@sasf.org](mailto:bparash@sasf.org)**