**Capital Humane Society**

**Lincoln, Nebraska**

**“Shelter – Protect – Educate”**

**Job Title: Adoption Counselor**

**Primary Location: Pieloch Pet Adoption Center**

**Reports To: Director of Customer Service**

**Wage: $14/hour with benefits. Non-negotiable.**

Position Summary: Adoption Counselors are generally responsible for helping the public select new pets and promoting responsible pet ownership, providing excellent customer service both in-person and over phone, ensuring cages and kennels are maintained in a clean and sanitary condition, and assisting with general building cleanliness.

1. Responsible for spot-cleaning cages and kennels as assigned.
2. Responsible for observing any health or behavior problems of animals and reporting them to the appropriate department.
3. Answering and directing phone calls. Provide excellent customer service to the public.
4. Entering data into databases, processing payments, handling cash and credit card processing.
5. Transporting animals between facilities in company vehicles.
6. Conducts interactions and completes adoptions between adoption animals and potential adopters.
7. Ensuring the lobby and public areas are kept clean.
8. Proficiency in Shelter Buddy and Clover.
9. Interacts with customers and volunteers in a manner that reflects well on our organization.
10. Other duties as assigned.

Qualifications: Ability to get along well with people and animals. Must demonstrate ability to communicate and work well with the public and co-workers. Must possess a valid Nebraska driver’s license and be insurable by the Capital Humane Society’s insurance carrier. Must be able to lift up to 50 lbs. throughout the day.