



Position Title: Animal Care & Adoption Specialist

Department:	Operations	Date Prepared:	02/04/2025
Reporting To:	Adoption Program Senior Manager	Version Number:	1.0
Direct Reports:	No		

Purpose of the position

The Animal Care & Adoption Specialist is responsible for working with the public to match the appropriate companion animals with potential guardians.

This position is also responsible for the day-to-day care of the shelter cats and dogs, including medicating, socializing, monitoring for behavioral or medical issues, and supervising volunteers in general animal care.

Duties & Responsibilities

- Provide counseling to potential adopters to match them to appropriate cat or dog, including general animal care, introduction to specific animals, and guidance in Homeward Pet's adoption process.
 - Supervise and work with volunteer crews during morning and evening animal care shifts. Help train, mentor, and ensure that policies and procedures are followed in the care of Homeward Pet's cats and dogs.
 - Provide direct animal care to shelter animals, including medicating, rehab, walks, socialization, and monitor for medical or behavioral issues.
 - Clean kennels and common areas of the shelter, do laundry, maintain a healthy environment.
 - Complete adoptions using animal shelter software.
 - Answers questions via email and phone from interested adopters about available animals, animal care, and adoption process.
 - Work with Foster-to-Adopt and Adopter Support programs to follow up on adoptions by answering questions, providing advice, seeking additional advice and council, and offering resources to ensure successful adoption.
 - Build and maintain relationships with, and knowledge of, both dog and cat populations in order to provide quality counseling to potential adopters.
 - Assist with marketing of available animals, including taking photos, writing profiles.
 - Assist public with donations and general questions.
 - Help maintain a clean, healthy environment for animals and visitors.
 - Perform other related duties as requested.
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Qualifications & Requirements

- Must embrace the mission of Homeward Pet Adoption Center
 - Have a desire to make a positive difference in the lives of animals
 - Two years of relevant working experience in a customer service role or setting, preferably directly customer-facing.
 - Ability to work with a diverse group of individuals, including staff, volunteers and customers
 - Display a positive attitude, show concern for people, animals and community
 - Good professional, interpersonal, written and oral communication skills.
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- Be organized, detail-oriented, able to multi-task, and a problem solver
- Proficient in Microsoft Office applications.
- Prior experience and/or schooling in animal care and handling is welcomed; experience in a shelter or animal-related professional setting strongly preferred.
- Able to represent HPAC professionally at all times.

Physical Demands & Working Conditions

While performing the duties of this job, the employee is frequently required to walk/stand. The employee may occasionally be required to lift or move material up to 50 pounds, climb stairs, stoop, bend or squat. Employee must have the physical strength to effectively control large dogs. The nature of some issues addressed in this role may be emotionally distressing.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the administrative work environment is usually quiet; the noise level in the animal housing areas may be loud at times. Work at HPAC involves the use of chemicals and solvents for cleaning and disinfecting.

Compensation & Benefits

Hourly Pay: \$20, part-time
Benefits: Paid sick time accrued throughout the year
Veterinary services for your dogs and cats

Mission

Homeward Pet Adoption Center transforms the lives of cats and dogs in need through compassionate medical care, positive behavior training, and successful adoption while building a more humane community through outreach and education.

Values

Compassion: Treat all animals and people with respect and empathy

Integrity: Act thoughtfully and community truthfully and transparently

Commitment: Ensure the well-being of animals is central to every decision

Collaboration: Foster an energetic and diverse community dedicated to animal welfare

Vision

A community where every cat and dog has a safe, caring home

www.homewardpet.org