Monmouth County SPCA

Cat Adoption Counselor

**Department:** Adoptions **Reports to**: Cat Adoption Manager

**Type:** Full Time, Non Exempt **Shift:** Wednesday/Thursday/Friday 11:30-7:30 and Saturday/Sunday 11:30-5:30

**Summary:**

The Monmouth County SPCA is seeking a charismatic cat adoption counselor with demonstrated hands-on experience, preferably in a non-profit environment. Excellent organizational and communication skills are required, as well as an upbeat, positive demeanor. This is a position for a person who loves interacting with people and who possesses strong interpersonal skills and exceptional customer service. Must have experience handling and caring for cats. Must be able to successfully manage multiple and often simultaneous projects.

**Responsibilities:**

* Complete cat adoptions from start to finish
* Follow up with adopters and assist as needed if problems arise
* Create bio cards for cats available for adoption
* Liaise with medical staff and customer service team as needed
* Assist with movement of cats from back rooms to adoption floor
* Act as go-to person for volunteer adoption counselors if Adoption Manager is not present
* Assist Adoption Manager with additional tasks as needed
* Monitor and report any medical concerns or changes in eating habits of any animal to our medical team immediately
* Monitor and report any behavioral concerns or changes in any animal behaviors to the behavioral team immediately

**Related Experience, Education and Position Requirements:**

* Experience handling cats required
* Experience working with cats a plus
* High School Diploma or equivalent required
* Availability to commit to set work schedule every week
* Ability to lift to 30 pounds
* Willingness to follow guidelines for humane handling of cats at all times
* Ability to work with a team of both staff and volunteers and change direction and multitask as needed

**Working Conditions:**

* Work is performed within various areas of facility and the surrounding outside areas. All personnel must wear non-slip laced shoes to maintain safety on various surfaces throughout the facility and surrounding areas. Work requires direct handling of all animals that are in our care. Handling of various cleaning agents is required to perform the duties outlined above. Employee will be expected to be able to stand, bend, reach, kneel, and walk for extended time periods throughout the work day.