



# ANDERSON HUMANE

## Adoption & Resource Consultant

### Job description

Anderson Humane is a progressive, non-profit, animal welfare organization. We focus on creating and supporting mutually beneficial relationships between people and animals through adoption, veterinary care, community programs, and wildlife rescue and rehabilitation.

Our Adoption & Resource Consultants are highly visible representatives of Anderson Humane at our South Elgin shelter and Bloomingdale adoption center. Our Consultants promote meaningful communication with our community while facilitating animal adoptions while providing exemplary customer service. This role requires that Adoption & Resource Consultants practice humane animal handling while ensuring our animals have a clean, safe, and enriching space at our Bloomingdale adoption center.

Reports to: Director of Adoptions

Job Type: Part-time, Non-exempt, Onsite

### Duties and Responsibilities (to include, but not limited to)

- Treat all animals humanely and with care and compassion at all times promoting Anderson Humane's mission.
- Apply Fear-Free methodology in animal handling, enrichment, and training.
- At our Bloomingdale adoption center, animals' immediate needs must be met throughout the day:
  - Living areas are routinely cleaned, sanitized, and clutter-free.
  - Physical activity and mental enrichment are provided.
- Acquire a strong understanding of the internal movement of our animals from intake until adoption including the routing and filing of animal paperwork.
- Update the database routinely with accurate animal and adoption information; maintain organized files of corresponding paperwork.
- Engage in positive, and constructive relationships with the public; respond to requests clearly and concisely.
- Provide outstanding customer service.
- Assess adopter suitability and facilitate introductions to ensure appropriate animal matches.
- Engage in opportunities to counsel adopters in pet ownership responsibilities including Fear Free handling and training methodology.
- Maintain accurate and detailed financial records of cash, credit, and check handling following financial policies and procedures.
- Attend any events, meetings, or programs as assigned.
- Other duties as assigned.

### Work Environment

- Availability to work a flexible schedule required, including weekday mornings, afternoons, and evenings, as well as nights, weekends, and non-standard hours as needed.
- Shared workspaces and collaborative team environments.
- Frequent interaction with and handling of animals of varying species and temperaments.
- Exposure to high noise levels, zoonotic illnesses, animal scratches and bites, and cleaning chemicals.
- Combination of indoor and outdoor work in varying weather conditions.
- Physically active role requiring standing, walking, bending, and lifting throughout the day; ability to lift up to 50 lbs. with assistance.

### Candidate Requirements

#### *Education and Expertise*

- A minimum of 1 – 2 years of professional customer service experience required.
- Spanish fluency a plus.
- Must have own transportation.

### *Knowledge, Skills, and Abilities*

- Thrives in a public-facing environment with an enthusiasm for connecting with people.
- Demonstrates appreciation and respect for all life and models compassionate, respectful behavior toward both animals and people.
- A fundamental understanding of the behavior and body language of dogs and cats.
- Proficiency with Microsoft Office and Google Suite; comfortable learning new technology.
- Able to manage communication and priorities in a constantly changing environment.
- Excellent communication, customer service, and conflict resolution skills.
- Commitment to Anderson Humane's mission and vision, with a desire to advance the organization through strong relationships.

### **Euthanasia Statement**

Anderson Humane's staff, interns, and volunteers must understand and accept that, even though all reasonable accommodations are made to support the physical and emotional health of our animals, there are situations in which animals must be euthanized.

LK/DD May26