



Job Title: Adoption & Thrift Shop Assistant

Status: Temporary, part-time, non-exempt

Supervision

Takes direction from the Director of Adoption Services.

Major Responsibilities

1. Assist with animal caretaking at the Adoption Center.
2. Provide administrative support at the Adoption Center.
3. Assist with Thrift & Gift shop sales and operations.

Essential Functions

1. Assist with animal caretaking at the Adoption Center, including but not limited to:
 - a. Cattery and kennel caretaking for both cats and dogs, resetting of enclosures, feeding, interaction and proper handling of all animals, including feral cats.
 - b. Showing adoptable animals to prospective adopters.
 - c. Processing and finalizing adoptions.
 - d. Supporting volunteers throughout the day, answering general questions and shadow training, as needed.
 - e. Veterinary assistance, as needed, including but not limited to vaccinating and providing preventative care for in house cats and dogs.
 - f. Transporting animals for veterinary care, adoption events, and more.
 - g. Other duties as assigned.
2. Provides administrative support to the Adoption Center, including but not limited to:
 - a. Answering the telephone, screening and directing calls.

- b. Answering text messages, screening and directing information appropriately.
 - c. Monitor the general email and respond in a professional and timely fashion.
 - d. Greeting persons entering the Adoption enter and addressing their needs in a professional, appropriate and timely fashion.
 - e. Receiving, sorting and recording animal adoption fees and donations, including operating the register.
 - f. Opening and closing the Adoption Center.
 - g. Manage Petestablished, animal welfare software:
 - i. Create intake profiles with photos and bios.
 - ii. Input animal medical updates.
 - iii. Review and respond to adoption and foster applications.
 - iv. Track animal adoptions.
 - h. Other duties as assigned.
3. Assist with Thrift & Gift Shop sales and operations, including but not limited to:
- a. Managing daily sales, including financial reconciliation, expenditures, and petty cash.
 - b. Ensuring shop cleanliness in accordance with federal, state and local regulations.
 - c. Receiving, sorting and pricing donations.
 - d. Support shop participation in appropriate community events.
 - e. Assist with organization and cleanliness of the shed and storage area.
 - f. Other applicable duties, as assigned.

Required Skills and Abilities

- Exemplary customer service experience.
- Communicate clearly and effectively orally and in writing.
- Effectively work with a diverse group of volunteers.
- Ability to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
- Troubleshoot and solve problems.
- Manage time and multi-task efficiently.
- Organize and prioritize tasks.
- Establish and maintain effective working relationships.
- Remain calm under pressure.
- Pay attention to detail.
- Operate with high professional standards.
- Maintain confidentiality.
- Use a computer and cash register.
- Drive a vehicle with a valid Class C California driver's license, including proof of vehicle insurance.

Preferred Skills and Abilities

Preference will be given to candidates with the following skills and abilities:

- Working knowledge of any and/or all of the following systems and applications:
 - Kindful
 - Petstablished

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years' experience of relevant administrative and/or animal sheltering, animal welfare, or animal rescue experience.

Training:

Equivalent to a high school diploma.

WORKING CONDITIONS

Environmental Conditions:

Animal adoption center indoor/outdoor building environment with regular time in a gated outdoor area providing care to cats and dogs, Thrift & Gift Shop indoor retail environment; works with computers and cash register, uses telephone extensively. Travel to various locations in vehicles, as needed.

Physical Conditions and Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to:

- Ability to kneel, bend, and perform repetitive physical movements on a regular basis.
- Use hands to finger, handle, or feel.
- Reach with hands and arms.
- Talk and hear.
- Stand and walk.

- Lift and/or move up to 30 pounds including items that are bulky or oddly shaped.
 - Lifting and/or moving more than 30 pounds may only be undertaken using the team lift approach.
- Drive a vehicle for periods of time.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

The employee must also have the ability to:

- Pay attention and focus.
- Follow instructions.
- Listen to and comprehend communication from any member of the Board of Directors, Director of Adoption Services, fellow staff, volunteers, customers, vendors, and members of the community.
- Accept constructive feedback and be willing to make necessary adjustments.