

## **Adoption Counselor Job Description**

As a volunteer adoption counselor, you will be responsible for knowing and understanding the policies and procedures for placement of dogs with Taysia Blue. The public relations aspect of this position is as CRITICAL as the placement of the appropriate dog into a home.



As an adoption counselor, it's critical that you listen more than you talk. You must be able to hear the applicant's needs, discuss their situation and environment in order to help them adopt the right dog. While you may have your own opinions and views, the information that you give must be consistent with Taysia Blue. You need to be able to handle applicants that are impatient or uneducated – it's your job to help educate and provide expectations.

**Goal** – to match an adopter with a dog that will be the best fit for their lifestyle and circumstance, to communicate expectations effectively to minimize the possibility of the dog being returned.

### **Qualifications**

- 21 years of age or older
- Have knowledge of the dogs available for adoption
- Be dependable and be on time
- Advocate the Taysia Blue mission
- Have exceptional customer communication and service skills
- Think on your feet.

### **Responsibilities**

- Listen to the adopter's expectations
- Educate adopter on the dog information
- Educate the adopter on what to expect from adopting an adult dog
- Complete necessary paperwork and checklist
- Collect adoption donation
- Provide paperwork and donation to Jackie