



## **ADOPTIONS & MATCHMAKING COUNSELOR (2 open positions available - 1 part time position and 1 full time position) – Animal Welfare League of Arlington**

### **Adoptions & Matchmaking Counselor (part time or full time)**

The Adoptions & Matchmaking Counselor is a member of the Adoptions Team at the Animal Welfare League of Arlington. This position assists with all aspects of the adoption and training programs at the League. Two (2) positions are currently available – either a part time 20 hour per week position or a full time 40 hour per week position. These positions are based in Arlington, Virginia.

### **About the Animal Welfare League of Arlington**

Since 1944, the Animal Welfare League of Arlington has been committed to improving the lives of animals. The League provides temporary care and refuge for homeless and suffering animals; places animals in loving responsible homes, provides animal control services to Arlington County, and subsidizes county funds to provide a wealth of animal welfare and community services. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare league of Arlington is dedicated to creating a world where all companion animals find compassionate and permanent homes. For more information, please visit [www.awla.org](http://www.awla.org)

### **Reporting Relationships**

This position reports to the Transfer & Matchmaking Manager and works within a team 3-4 staff members. The Adoptions & Matchmaking Counselor will also work closely with League staff, volunteers, board members, and the public.

### **RESPONSIBILITIES**

- Facilitate the adoption process on site at AWLA occasionally off site. Offer consultations on behavior, training and health. Assist the public with appropriate adoption choices in an approachable, respectful and courteous manner. Counsel potential adopters applying to adopt cats, dogs, and small companion animals. Educate potential adopters on responsible pet ownership
- Resolve issues and provide support concerning adoptions either pre or post adoption through email, phone and in person. Manage operational protocols for tracking adoption follow-ups
- Assist in all adoption related administrative tasks such as restocking supplies and supportive materials, filing contracts, creating adoption and PAC folders, drafting weekly PAC schedule, taking photos of animals, and data entry
- Monitor and complete behavior assessments and concern requests within 48 hours Identify and work with animals in need of training/behavior modification
- Data entry using PetPoint, and other programs



- Interacts with, trains and engages volunteers primarily providing training that is focused on retention and safety
- Organize adoption and behavior paperwork per AWLA guidelines
- Work with shelter animals following behavior modification program, using least aversive means possible. Enter information in Pet point to help facilitate successful adoptions. Update and review as needed, Document and update results, stages, memos and/or holds based on results
- As requested track statistics and submit to supervisor
- Maintain a clean and safe environment for the animals and public
- Oversee and participate as needed in playgroups
- Create protocols approved by supervisor enabling staff and volunteers to work with animals as appropriate
- Implement and develop new enrichment and rehabilitation programs for animals in the shelter
- Participate in ongoing educations opportunities for staff, volunteers and the community, including kid's camp
- Assist public requests for behavior assistance through helpline, classes and in person. Enter data in pet point in a timely manner
- Ensure daily enrichment items are provided to animals in our care, coordinating with animal care technicians
- Write articles on department related news for organization newsletters as requested
- Assist in utilizing social media such as Facebook and Instagram to network with the community and engage the public with adoptable animals and organization programs as needed
- Transport animals to groomers, vet appointments, special events, TV segments, etc. as needed
- Participate in euthanasia decisions for behaviorally compromised animals as needed
- Assist and cross train in other departments as requested
- Suggest animals for the Jean's fund
- Assist with planning of activities for and at adoption events
- Other duties as deemed necessary and consistent with the mission of the League

### **External Relations**

This position is required to interact directly with the public working at the front desk in customer service and adoptions, as well as dispatch animal control calls on a rotating basis with other staff members a minimum of twelve (12) hours per week.

### **Required Qualifications**

- Hands on experience with animals in either a shelter, clinic or other comparable environment
- Knowledge of animal body language
- Knowledge of (or willingness to learn) animal care and behavior to include dogs, cats, and small companion animals
- Ability to work comfortably with and around animals following AWLA procedures and protocols



- High school diploma or equivalent
- Excellent customer service and counseling skills, pleasant demeanor, patient and professional
- Strong interpersonal skills and demonstrated ability to write clearly and persuasively
- Demonstrated ability to engage, inspire and instruct people
- Flexible schedule working with the needs of the shelter which includes working a combination of weekdays, weekends and evenings
- Detail oriented with proven organizational and follow through skills, capacity to work well under pressure
- Computer literacy with advanced social media skills

#### **Desired Qualifications (helpful but not required)**

- Experience in the field of animal welfare or animal shelter
- Experience with “hands on” nonprofits
- Experience working with PetPoint
- Valid driver’s license and clean driving record
- Previous training and certification such as CPDT, KPA, IAABC or other equivocal certifications

#### **Travel Requirements**

May occasionally need to travel for community events or to assist with transport

#### **Typical Physical & Mental Demands**

Requires frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and various weather conditions. May assist in animal restraint and deal with distressed animals, and could be subject to bites and scratches. May be required to lift heavy items (possibly up to 50 lbs) or animals and be physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions. Must be comfortable around dogs, cats, small companion animals and all wildlife.

Will be required to receive rabies prophylaxis vaccine, hepatitis-B, and tetanus vaccinations.

#### **Personal Characteristics**

- A deep commitment to the mission of the Animal Welfare League of Arlington
- Ability to think analytically and problem solve, combined with a willingness to ask questions and work collaboratively
- Ability to work calmly under pressure and within a small dynamic team
- Energetic, hard-working, and a team player
- Positive, enthusiastic, professional image in representing AWLA, both internally and externally
- Discretion with confidential information



### **Compensation**

This is a part time, 20 hour per week, non-exempt, hourly position with medical benefits available for purchase at 50% discount rate and pro-rated vacation and sick time. The compensation for the position is within the SAWA median range.

### **To Apply**

Please submit the following application materials to Claudia West at [jobs@awla.org](mailto:jobs@awla.org) with either **Part Time or Full Time Adoption & Matchmaking Counselor** in the subject line:

- A cover letter describing your interest in the position and relevant experience/qualifications
- You must also include your weekday, weekend and evening availability as well as why a part time or full time position is of interest to you
- Current and up to date Resume

*Animal Welfare League of Arlington is an Equal Opportunity Employer, with a commitment to diversity in the workplace.*

*Applications will be considered on a rolling basis. Position will remain posted until filled. No phone inquiries, please.*