



**JOB TITLE: ANIMAL CARE & ADOPTIONS COUNSELOR**  
**REPORTS TO: ANIMAL CARE MANAGER**

**Full-Time, Non-Exempt**

## **POSITION SUMMARY**

NCAL's Animal Care and Adoption (ACA) associates are responsible for two distinct but related sets of tasks - the daily care and cleaning of animals and their enclosures and professional customer care of clients relinquishing animals, prospective adopters and daily visitors. On average, there are 45 animals to care for each day, each having arrived under different, and often stressful circumstances. NCAL's staff strives to provide a healthy, comfortable space which will allow the cats, kittens, dogs and puppies to adjust to their new environment. Staff are expected to perform daily duties in accordance with protocols to keep themselves, the animals, fellow staff members, visitors, and volunteers safe. ACA staff are responsible for providing an excellent customer experience; assisting customers with the intake process, greeting and working with prospective adopters through the matchmaking process which includes conveying information about animal care and completing all required forms, correctly entering data into NCAL's animal database (ShelterLuv) and conducting post-adoption follow-up calls.

We are looking for someone with compassion for animals and human beings, and a commitment to the mission, values, and goals of NCAL. The position requires mature customer service skills, teamwork, and attention to detail.

## **ESSENTIAL ANIMAL CARE FUNCTIONS**

- Safely and comfortably handling a variety of domestic animals
- Cleaning and disinfecting animal rooms, cages, supplies
- Ensuring dogs are walked outside a minimum of three times a day and included in playgroups and cycled through indoor areas throughout the day as recommended by Canine Behaviorist or Animal Care Manager.
- Collaborate with Animal Care Manager on a daily rotation schedule of cats into turnout rooms.
- Feeding and administering medications to animals
- Sorting and folding laundry, as well as operating commercial washers and dryers
- Sweeping, mopping, and vacuuming throughout facility
- Spending time with animals to provide comfort and help ease stress, and provide individual behavioral feedback to the management team
- Performing animal intakes, entering records into ShelterLuv database and providing support to members of the public who are relinquishing animals
- Socializing, working on basic obedience, nail-trimming, grooming

- Transport of animals to/from vet appointments, other shelters, etc., sometimes outside of regular work hours.
- Other responsibilities as directed

## **ESSENTIAL ADOPTION FUNCTIONS**

- Greeting all shelter visitors in a friendly, courteous, and helpful manner, ensuring proper sign-in and providing interested parties with the pertinent information related to their visit
- Working with potential adopters to find an animal that is right for them, introducing animals to visitors safely and effectively communicating what we know about the animal's history and traits
- Ensuring facility cleanliness and appearance for visitors
- Processing donations and providing receipts to in-kind and cash donors
- Greet, coordinate, assist, and direct volunteers as needed
- Maintain supply of adoption-related materials and other public resources
- Assisting with adoption promotions, special events and marketing materials
- Participation in NCAL activities and enrichment trainings

## **KNOWLEDGE, SKILLS & ABILITIES**

- Customer service experience is required; polite, professional and helpful personality essential
- Animal handling experience in a kennel environment is preferred.
- Must be able to work closely with animal dander.
- A valid driver's license as well as good driving record are required.
- Adept and flexible multi-tasking abilities as well as excellent attention to detail
- Comfortable receiving direction and guidance when needed
- Mature, friendly, and outgoing personality and a commitment to superior animal care
- Ability to work well under pressure and in intense and emotional situations on a daily basis
- Excellent written, computer, and verbal communication skills
- Interest in animals and commitment to animal welfare
- Integrity and honesty in dealing with all facets of position
- Willingness and ability to do moderate to heavy physical labor in relation to cleaning our facility and handling animals
- Ability to bend, twist, and lift at least 50 lbs. repeatedly throughout the course of a day
- Weekend and holiday work is required
- Willingness to: work as a team member, pitch in as needed, and have fun!

To apply for this position, please send resume and cover letter to [jobs@ncal.com](mailto:jobs@ncal.com). No phone calls please.

