



ADOPTION COORDINATOR

Reports to: Shelter Operations Director

Collaborates Daily With: Shelter Operations Director, Transport, Canine, Feline and Foster Coordinators

Time Commitment: This is a full-time position at the shelter. This position requires working some weekends, evenings, and holidays.

Overview:

The primary responsibility of the Adoption Coordinator is the creation of adoption-boosting programs, facilitating the overall process of pet adoptions, and implementing best practices and matchmaking skills to find appropriate adoptive homes.

Responsibilities:

- Review adoption applications and inquiries and respond within within 48 hours
- Take quality photos/videos of each adoptable dog and write biographical information to be posted on Petfinder and Adopt-A-Pet.
- Facilitate adoptions by arranging 1 on 1 meetings, making phone calls, counseling potential adopters, processing adoption paperwork, and collecting adoption fees.
- Create and provide innovative ideas for dog & cat adoption programs such as: social media boost and awareness, adoption events, flyers, training videos, etc.
- Perform periodic check-ins with adoptive families and resolve any potential issues to prevent returns.
- Submit AAA dog selections to publications (e.g. 008 Magazine and Community Chronicles).
- Schedule relevant adoption & veterinary appointments.
- Collaborate with Foster, Volunteer, and Care Coordinators to implement programs that support the animals & contribute to their success in adoptive homes.
- Manage and approve home placement of pets admitted to Acadiana Animal Aid
- Collaborate closely with team members to: ensure a plan of action is created for each pet (social media, adoption events, etc.) in order to promote adoption and awareness.
 - Responsible for collaborating with the Foster Coordinator to schedule meet and greets.
- Assist in tours, lectures, public education programs, special events and fundraising activities as needed.

- Daily verbal and written communication with public and staff over the phone, direct contact and email.
- Monitor health and behavior of animals and consult with partner veterinarians and trainers as needed.
- Basic data collection & interpretation.
- Overseeing the cat adoption center at Petsmart (5700 Johnston St), including trips to and from the store with cats, maintaining up-to-date paperwork, and building rapport with Petsmart staff and other organizations who utilize the store for adoptions.
- Develop a strong, positive, and respectful working relationship with volunteers.
- Weekend hours will be required.

Skills and Experience:

- Screening potential adopters, helping to match pets to adopters, and processing adoptions.
- Data entry of all animals and their pertinent adoption information into the database.
- Basic computer knowledge.
- Handling potentially difficult and awkward conversations with the public in a professional manner.
- Ability and desire to be a team player with co-workers.
- Able to be flexible and manage multiple tasks.
- Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
- Possess excellent written and oral communications skills.
- Ability and initiative, working with minimal supervision and direction.
- The ability to ask appropriate questions to gather information.
- The ability to turn people down, firmly when necessary, without becoming aggressive or emotional. Utilize a “no” as an educational opportunity.
- The ability to learn about and understand each dog as an individual and how that impacts potential placements.

Additional Information

Acadiana Animal Aid offers 10 days paid vacation and 5 sick days. Employees begin accruing time when hired and are eligible to take accrued time after 90 days of employment. Acadiana Animal Aid does not offer medical benefits at this time.

AAA is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, nationality, sex, sexual orientation, age or disability.