



BLUE MOUNTAIN HUMANE SOCIETY

7 East George Street, Walla Walla WA 99362

POSITION DESCRIPTION

TITLE: Adoption Specialist Volunteer

EFFECTIVE DATE: December 2018

REPORTS TO: Customer Service Manager

TRAINER(S): Adoption Staff

TIME COMMITMENT: Drop In, Minimum One Hour Monthly.

LOCATION: Blue Mountain Humane Society

PURPOSE OF VOLUNTEER ROLE: The main purpose of an adoption specialist volunteer is to support the Customer Service team by assisting potential adopters throughout the adoption process.

Duties Include:

- **Treat all animals both on and off the job humanely. You are a representative of the BMHS even when you are not volunteering.**
- Maintain appearance and demeanor consistent with the image of the BMHS as a professional animal facility. Follow the dress code required of all volunteers as outlined in orientation.
- Provide a safe environment for the animals, volunteers, and customers by following safety procedures and protocols.
- Interact with adoptable animals in order to determine what type of home would best suit the individual animal's needs.
- Interact with potential adopters including answering questions and/or connecting potential adopters to appropriate staff members.
- Assist potential adopters in choosing an appropriate animal for adoption based on lifestyle factors, desired behaviors and/or expressed limitations.
- Assist Adoption Specialist as requested.
- Assist potential adopter in filling out adoption application and connecting them to the Customer Service team to complete the adoption.
- Prepare animals for adoption including loading cats in cat carriers and retrieving dogs from the adoption floor.
- Provide daily exercise enrichment, including walking and taking dogs to the Bark Park.
- Assist Customer Service staff with updating pet descriptions by filling out personality assessments for shelter animals.
- Assist guests with getting pets in/out of kennels safely.
- Assist the Customer Service team by educating the public about kennel signs, kennel cards and the color coded carabiner system.

4/16/2019

- Socializing, comforting and teaching the dogs basic obedience.
- Bathing and grooming of shelter animals, as needed.
- Scooping poop and cleaning up after dogs as you interact with them.
- Maintain cleanliness on the adoption floor including cleaning cat's litter boxes. .

OTHER DUTIES / FUNCTIONS:

- Available to assist staff members, visitors and other volunteers as needed.
- Assist Customer Service team as requested.
- Assist with maintaining facility cleanliness including sweeping, mopping, wiping down surfaces etc.
- Other duties as assigned.

POSITION SPECIFICATIONS:

- **Required**
 - Must be detail oriented, accurate, and dependable.
 - Able to juggle demands, prioritize, and follow through to timely completion.
 - Good communication skills, (verbal/written).
 - Must have a patient demeanor in order to safely interact with shelter pets.
 - Must maintain a high level of confidentiality and have a tactful, mature, and sincere attitude.
- **Desired**
 - Desire for learning and mastery of required job skills in order to expand the impact that the Blue Mountain Humane Society has on the community.
- **Education / Training**
 - Must have attended orientation.
 - Must have attended 1-on-1 with Volunteer Coordinator.

GOALS:

- The goal of an adoption specialist volunteer is to enrich the adoption process at Blue Mountain Humane Society by assisting potential adopters and Customer Service staff throughout the adoption process.

WORKING CONDITIONS:

- Indoors in air conditioned/heated office, outdoors at shelter.
- Regular exposure to a variety of companion animals, pocket pets, and some exotic animals.