



## Job Description

<b>Position Title:</b>	<b>Adoption Program Coordinator</b>
<b>Reports to:</b>	<b>Adoptions Program Director</b>
<b>Job Type:</b>	<b>Exempt – Level E5</b>
<b>Schedule:</b>	<b>Full-Time: Minimum of 20 hours per week kennel facility</b>
<b>Salary:</b>	<b>Dependent on Experience</b>

**Purpose:** The Adoption Program Coordinator, reporting to the Adoptions Program Director, handles the approval of adoption applications over the phone, online, and/or at our facility. While scrutinizing the merit of each incoming application and following all elements of the current approval process, the Adoption Program Coordinator must ensure quality customer service, compliance with adoption policies and accurate record keeping of all communication and transactions with individual applicants. The primary focus of this position is to approve placement of our available dogs into appropriate, permanent homes.

### Key Responsibilities and Duties

#### Adoption Program

- Respond to all applications in writing within 24 hours, handling each one in a professional manner.
- Follow the established communications process & flow.
- Provide high quality customer service to all potential adopters, whether online, over the phone, or in-person.
- Work for and with the Adoptions Program Director to support the program goals and objectives.
- Assist in marketing NMDR's Adoptions Program, train volunteers, staff and adoption fair reps on current adoption practices and professional representation of NMDR to the public, as it relates to adoptions.
- Continuously improve the process, flow and results of the Adoptions Program with creative solutions aimed at increasing adoptions without sacrificing the quality of approved homes. Explore and implement new practices to grow the overall number of adoptions.
- Handle all scheduled meet & greets, utilizing trained volunteers and staff, in a professional and courteous manner.
- Regular engagement with the Director of Marketing and Social Media regarding the status of available dogs.
- Interface with bio writing team to ensure timely updating of information, pictures and videos of available dogs.
- Respond to emails from outside adoption sources such as; PetFinder, Petango, Susie's Senior Dogs and others.
- Create daily tracking log of all incoming applications, all communications with applicant and status of potential adoptions. Record outcomes of all applications.
- Resolve problems and address any customer dissatisfaction regarding the adoption process. Focus on service recovery. Elevate issues appropriately to the Adoptions Program Director.
- Work and interact professionally with other staff members, volunteers, foster families, adopters, and visitors.
- Provide quality customer service to families, volunteers, and staff while actively promoting our mission, services, programs and events.
- Finalize all adoptions using established protocols and defined communications processes.
- Represent National Mill Dog Rescue in a professional and courteous manner at all times.
- Additional duties as assigned.

#### Safety

*Note: The statements herein are intended to describe the general nature and level of work performed by employees, but are not a complete list of responsibilities, duties, and skills required. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Furthermore, they do not establish a contract for employment. National Mill Dog Rescue is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, domestic partner status, or medical condition.*

- Ensure a safe work environment by following all safety guidelines and modeling safe work practices.
- Take immediate action to address any safety concerns that could put a staff member, volunteer, customer, animal or the organization at risk.

### **Volunteers**

- Work cooperatively with all volunteers, realizing the talent and commitment they bring to NMDR.
- Professionally address or elevate any volunteer's concerns that arise with adoptions processes.

### **Skills and Experience**

- A thorough understanding and commitment to the mission and goals of National Mill Dog Rescue.
- A thorough understanding of the adoption requirements and workflow is preferred.
- Smartphone required.
- Must wear NMDR branded clothing during all shifts while publicly representing NMDR.
- Willing to undergo extensive training on the adoptions workflow and processes.
- Excellent, professional oral and written communications skills.
- College education preferred, minimum high school graduate.
- Maturity, sound judgment and a professional personal appearance.
- Knowledge of mill dog behavior and common medical and behavioral issues.
- Working knowledge of Pet Point software system preferred.
- Flexibility, ability to manage multiple tasks.
- The ability to remain pleasant and calm in stressful situations.
- The ability to present appropriate questions to volunteers, staff and customers.
- The ability to deny applicants professionally, compassionately and firmly when necessary.
- Excellent organizational and project management skills are a must.
- Must be a team player.
- Must be able to work in a fast paced environment with a diverse group of workers.
- Excellent customer service skills.
- Ability to apply and enforce organizational policies and procedures.
- Computer skills (database, Microsoft Office, Adobe Acrobat)
- Prior experience dealing with emotionally-charged customers. May be exposed to angry or hostile customers and must be able to handle these situations and/or seek out appropriate assistance.
- Preferred: Prior experience working with rescued dogs that may have medical and/or behavioral issues.

### **Physical Requirements/Work Conditions**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. It is NMDR's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with physical or mental disabilities.

- While performing essential duties of this job, employee is regularly exposed to noxious odors, fumes or airborne particles, toxic or caustic chemicals; and potentially volatile situations which can present risk of violence or injury.

I have reviewed this Job Description and understand the basic requirements for my position.

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Signature

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Date

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