

**FAIR Adoption Counselor
Job Description**
Time required: at least 4 hours per month

Adoption Counselors:

1. Report to the Site Manager
2. Promote animals available for adoption at FAIR adoption sites by:
 - a. Reviewing the cage cards for pertinent information about each animal
 - b. Asking potential adopters if they have any questions about animals they seem to like
 - c. Volunteering positive information about the animals
3. Ensure high-quality, permanent homes for the animals by:
 - a. Never offering information about which they are not sure
 - b. Never bending the truth in order for an animal to get a home
 - c. Explaining that the information that is being offered is based upon their own experience and observations or those of someone else
 - d. Explaining that many of our animals have had bad prior experiences and that many behave accordingly
 - e. Explaining that training will help the behavior of many animals
 - f. Screening adopters carefully
 - g. Remaining alert and attentive to the body language and comments of potential adopters
 - h. Checking the Do Not Adopt list before approving an adoption
4. Ensure the safety of the animals and customers at the site by not allowing children to handle animals without the direct supervision and consent of a parent or guardian
5. Complete the Adoption Contract and PETsMART Release Form, if applicable:
 - a. Have the adopter sign the contract, give the yellow copy to the adopter, and review the contract:
 - i. Call attention to vaccinations given and those still needed
 - ii. Advise adopters to keep the contract for proof of immunization and sterilization
 - iii. Explain right of refusal: Inform adopters of their obligation to contact FAIR before relinquishing a FAIR animal, but that FAIR discourages returns
 - iv. Explain quality time and indoor requirements
 - v. Point out that our adoption fee includes licensing in Pima County for dogs over 3 months
 - b. If the adopter is paying by check, ask for some form of identification:
 - i. Write the driver's license number and expiration date of the license on the check
 - ii. Write the check number on the contract
 - c. Have the adopters sign the PETsMART release and give the adopter the white copy
 - d. Set aside gold and yellow copies to turn in to PETsMART at the end of the day
 - e. Give the adopters the vet list and coupon sheet

- f. Emphasize the need to call vets within 48 hours to qualify for free visit, and emphasize the need to sign up for the Shelter Care vet insurance immediately
- g. Give handout “Going Home with dogs” or “Cat Wise”
- h. Remove collar, tags, and leash, and replace them with those provided by the adopter
- i. List adoption on Record of Adoptions
- j. Place white & pink copy of contract with the screening form and the pink copy of the PETsMART Release Form with the check or cash in the day's adoption envelope, and place the envelope in the file
- k. Call foster if there are no animals to be picked up for that home

Adoption Counselors should have:

- Completed FAIR Volunteer Orientation and Adoption Counselor Training
- Excellent customer service skills, and a willingness to assist people
- The ability to say no, and to turn down potential adoptions that are not in the animal's best interest
- The ability to deal with unpleasant people without taking it personally
- Good attention to detail
- Genuine concern for the welfare of all animals
- Dedication to FAIR and a willingness to act in accordance with FAIR's vision, mission, goals, policies, and procedures
- Knowledge of:
 - Proper companion animal care and handling
 - Animal and human health and safety
 - Laws relating to animals and volunteers
 - The physical and behavioral characteristics of companion animals
- The ability to:
 - Communicate well in English, with the ability to communicate in Spanish highly desirable
 - Listen well
 - Manage time effectively