



Position Title: Adoptions Counselor

Reports To: Community Relations and Digital Content Manager

Supervisory Responsibility: Volunteers

Compensation: \$15 per hour (Hourly/Non-Exempt)

Work Schedule: combination of Monday – Saturday 10 AM to 6 PM. (FT)

Job Summary: *The Humane Society of the Tennessee Valley is seeking a compassionate, organized, and customer-focused Adoption Counselor to support our lifesaving mission. This role is responsible for guiding adopters through a positive and informed adoption experience while ensuring animals are placed into safe, loving homes.*

The Adoption Counselor works closely with animals, adopters, volunteers, and kennel technicians to facilitate all aspects of the adoption process, maintain accurate records, and support daily shelter operations. A strong commitment to animal welfare, excellent customer service, and attention to detail are essential.

Key Responsibilities

Adoption & Customer Experience

- Greet visitors and guide them through the adoption process from intake to completion
- Assist adopters with applications, ensuring accuracy and completeness
- Conduct adopter counseling, including reviewing medical and behavioral information
- Facilitate meet-and-greets between adopters and animals, including introductions with resident dogs when appropriate
- Process adoption paperwork and fees, ensuring compliance with HSTV policies through our shelter management software Shelterluv
- Provide clear, friendly communication to ensure a positive adopter experience

Animal Care & Placement Support

- Monitor animals for signs of illness or behavioral concerns and notify appropriate staff promptly
- Assist with safely moving animals between kennels, clinic, and recovery areas
- Support kennel techs enrichment initiatives and ensure animals are presented well for adoption
- Clean up after animals as needed to maintain a sanitary environment in meet & greet rooms

Administrative & Operational Duties

- Answer phone calls, check messages, and respond to emails in a timely manner
- Maintain accurate animal records in shelter management system Shelterluv
- Take and upload photos of adoptable animals and assist with basic marketing efforts such as “gotcha day photos”
- Prepare and maintain kennel cards, adoption files, and departmental binders

- Track adoption floor inventory and ensure proper labeling and organization
- Assist with donation intake and documentation as needed

Facility & Team Support

- Ensure adoption areas, office, and entry are open, clean, and welcoming to the public
- Open and secure facility areas according to daily schedule
- Support volunteers and ensure adherence to HSTV policies and guidelines
- Collaborate effectively with staff across departments, including clinic and animal care teams
- Support our Foster & Volunteer Coordinator as needed with pickup and PetSmart cats

Qualifications

Education/Experience: High School Diploma or GED equivalent required. A four-year degree is a plus. At least three years working in a fast-paced environment. Prior work in an animal welfare organization or veterinarian clinic is a plus.

Skills: Attention to detail, multitasking and general people skills. Proficiency in Microsoft Office Suite (Excel, Word, Outlook) and shelter management software (e.g., Shelterluv). Exceptional communication, customer service, and problem-solving abilities

Additional Requirements: No criminal convictions or injunctions at the local, state, and or national level that could hinder the ability to carry out HSTV's mission or programs. Must have a valid driver's license and reliable transportation.

Other Attributes: A passion for animal welfare and the overall mission of the Humane Society of the Tennessee Valley. Committed to ethical standards and donor privacy. Ability to work in a fast-paced environment and adapt to changing priorities.