

Adoption Specialist (a.k.a. Matchmaker Extraordinaire)

Job Description



Who We Are

At Homeward Bound, we're all about finding exceptional homes for our fabulous felines. We believe every cat deserves love, catnip, and a cozy windowsill. And we believe every human deserves the joy (and occasional sass) that only a cat can provide. Our Adoption Specialists are responsible for facilitating cat adoptions and surrenders while providing outstanding customer service to the public—in person, on the phone, or via email. The goal is to create positive adoption experiences, find excellent homes for cats, and be part of encouraging a fun environment for everyone who stops by! We want every guest to leave saying, "Wow! That place is awesome-sauce!"

Who We Need (That's You!)

We're looking for a friendly, outgoing, cat-loving human who can juggle multiple tasks, is a whizz at picking up where they left off after being interrupted, chat up potential adopters, donors, and volunteers, and handle the occasional fur on their clothes like a badge of honor. You'll be helping our cats find homes, intaking cats into the Adoption Center, entering a large amount of paperwork into our software program, and training volunteers—plus, so much more! Do you sometimes think "Man! I even impress myself with how well I handled that!"? If so, read on, you may be our purr-fect match.

Your Daily Cat-tivities:

- Be the welcoming committee. Actively greet and assist visitors, have open conversations with prospective adopters to identify their needs, and match them with appropriate cats.
- Chat with adopters about cat care, behavior, and why cats are the superior pet (okay, maybe leave that last part implied), answer questions, and follow up once their new family member has settled in.
- Guide adopters through the full adoption process, including application review, interviewing, decision-making, and follow-up after placement.
- Share information about cat care and behavior to ensure successful adoptions.
- Get to know the residents. Spend time (when required tasks are complete) with our cats so you can share their quirks. (Yes, Regina George really does keep a Burn Book to spread gossip about other cats in the Center).
- Being incredibly observant and noticing slight changes to monitor cat health and behavior. Always keeping an eye out, like a stealthy cat detective.
- A knack for asking the right questions while genuinely connecting with people to gather lifestyle information in order to best inform them on how to successfully bring home a new pet. Think Investigator meets Educator of all things cats
- The confidence to say "no" with compassion. Setting boundaries firmly but kindly when needed.
- Intaking cats who are being relinquished by their owners or were found as strays, while using sound judgement on what constitutes an emergency.
- Office tasks such as responding to emails, answering phones and taking detailed messages, diligent data entry, scanning and more.
- Cleaning up a bit of cat-tastrophe? You're on it! Regular cleaning will be a part of your day.
- A talent for keeping your cool and staying kind, even when what's in the litterbox hits the fan.

- Work with, train, and assist volunteers and foster parents. They're cat heroes too!
- Sharing adoption photographs and positive stories with the Marketing team.
- Did we mention providing high-quality customer service at all times? In case you missed it, providing a top-notch experience for every guest is one of our highest priorities. We want everyone to adopt, donate, and volunteer, plus tell everyone they know how wonderful we are!
- Comfort and ability to work with cats of unknown temperament or those with medical or behavioral challenges.
- Ability to work independently and exercise good judgment.
- Treat everyone—cats and humans—with kindness and a caring attitude.
- Accurately process donations and program services payments.
- Working courteously and cooperatively with other staff members and volunteers.
- Filling in for other areas and performing other tasks/functions as needed.

Who You Are:

- People Person: You're friendly, patient, and know how to charm both cats and their humans. You're outgoing, personable, and professional, with a knack for making connections and communicating effectively.
- Communication: You can explain things clearly without resorting to interpretive dance.
- Multi-tasking ninja: You can juggle multiple projects without breaking a sweat.
- Cool under pressure: When a printer jams or Fluffy escapes from his carrier (not that this has ever happened or anything!), you stay calm and collected.
- Eager learner: Experience with cats is awesome, but a willingness to learn is even better.
- Tech comfort: You can handle shelter software without throwing your computer out the window. Oh, and you're fast and accurate at the same time!

Qualifications:

- High school diploma or equivalent.
- 2+ years of customer service or volunteer experience (bonus points for cat-related work!).
- 18+ years old, valid driver's license.
- Flexible schedule including weekends and holidays (cats don't take days off from eating).
- Experience in a field with either extensive customer service or comparable emotional demands, challenging situations or sad outcomes.
- Ability to be impartial, effectively assist diverse personalities. "We listen; we don't judge".

Physical Requirements

- Physical ability to engage in repetitive motions, walk and stand on your feet throughout a normal workday, and occasionally pursue a cat who thinks hide-and-seek is hilarious.
- Ability to lift and move objects up to 50 pounds, and bend or stand when needed.
- If you have allergies that flare up around animals, this might not be the right fit for you.

Nature of Employment:

- Non-exempt position (full-time or part-time).
- Reports to: Adoption Supervisor, Operation Manager, and Executive Director.
- Availability and a willingness to work a flexible schedule are required.
- This position is not supervisory in nature

Compensation

- Starting wage: \$16.00 per hour
- We, unfortunately, are not able to offer benefits at this time.
- Cat cuddles

Note: Shelter work is hard and emotionally demanding. Our team regularly deals with difficult decisions, heartbreaking moments, interactions with people in distress, and humane euthanasia. Resilience, empathy, and a commitment to animal welfare are essential.

How to Apply: We're thrilled you're considering joining our feline-loving team at Homeward Bound. While we're on the lookout for passionate individuals who want to make a difference for our whiskered friends, it's important to understand that this job isn't just about cuddling with cats all day. It's challenging and requires hard work. This specific role will focus on providing excellent cat care and customer service. Apply now for a chance to make a difference!

Email your one-page cover letter and resume to: Homeward Bound Hiring Committee at info@homewardboundcats.org with the subject: Adoption Specialist Applicant, [Your First & Last Name].

We don't have a specific closing date—applications will be reviewed as they are received, and we'll keep looking until we find the right candidate.

About Homeward Bound: More information about Homeward Bound's vision, goals, and programs can be found at this link: <https://www.homewardboundcats.org/about-us>.