



WE  OUR VOLUNTEERS!!

Volunteer Role	Adoption Counselor / Adoption Asst.
Contact; Phone; Email	Jason Hernandez; (210) 960-6260; volunteer@sapetsalive.org
Length of Commitment	Weekly shift for 2-3 hours within the desired shift times / on-going opportunity
Dates Available	Year-round
Location of Volunteer Work	PetSmart Everyday Adoption Center: 8520 Fourwinds Dr. Petco Adoption Center: 6001 NW Loop 410 # 103 ACS BLD 1.: 4710 TX HWY 151 Mobile Adoption Events
Age Requirement	12 + (14 + PetSmart location)
Duties	<ul style="list-style-type: none">• Interacting with/getting to know the animals and talking with prospective adopters about them to make the best possible match• Helping people through the adoption process, sharing information about animal care and behavior, reviewing adoption applications, interviewing applicants in a conversational way, making a decision to finalize or deny an adoption, and communicating with the applicants in such a manner that maintains a courteous and friendly attitude even when declining a request• Willingness and ability to learn the Pet point computer program to track animals in the shelter• Willingness and ability to learn about cat and dog behavior, common issues, and ways to address them to make good adoption matches and to keep animals in home

	<ul style="list-style-type: none"> • Assist with the cleaning of animal areas and equipment as needed including spot cleaning of animals and public areas throughout the day • Monitoring the health of animals on an on-going basis and rapidly identifying any health problems or conditions and immediately reporting to a supervisor • Working courteously and cooperatively with other staff and volunteers.
Desired Qualifications	<ul style="list-style-type: none"> • Excellent written and oral communication skills • Ability and initiative, working with minimal supervision and direction • Physical ability to walk and or stand on your feet for the duration of at least 2 hours + • Flexibility, manage multiple task • Affection for animals, concern for their welfare, and a willingness to accommodate animals in the right work place • Ability to remain calm and pleasant in stressful situations • High animal contact position must be able to have a tolerance to loud noise and being exposed to various cleaning agents • The ability to ask appropriate questions to gather information along with the ability to feel and show empathy to others • The ability to turn people down, firmly when necessary without becoming aggressive or unpleasant.
Shifts	Monday - Friday 11:00 am - 6:00 pm Saturday – Sunday 11:00 am – 5:00 pm
Training Required	<ul style="list-style-type: none"> • Organization Orientation or Overview based on availability to start with role • Hands on skills training • Dog Handling 101
Number of Volunteers Needed	1-2 per shift
Comments	NONE