



Volunteer Job Description

Humane Society of Sonoma County training methodology and philosophy is force-free and animal-friendly, utilizing primarily positive reinforcement. HSSC does not condone the use of aversive training methods, defined as "any circumstance or event that causes pain, fear, or emotional discomfort."

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| Position Title: Adoptions Teammate | Supervisor: Adoptions Manager, Amy Ludwick |
| Location: Front Desk | Time Commitment: 4-6 hours weekly |
| Position Description: Provide support to the Adoptions Department, by interacting with the community and assisting in finding homes for the animals of HSSC. | |
| Responsibilities: <ul style="list-style-type: none">• Welcome customers and provide general assistance as needed.• Answer phones as needed.• Review adoption applications -- being thorough in asking questions, and alerting and adoptions counselor if there are red flags.• Guiding potential adopters to animals that may be an appropriate match• Process adoption paperwork in Shelter Buddy• Educate adopters by taking them through the Adoptions Packet that is provided to all adopters• Assist with shopping and equipment fitting• Make follow-up calls and triage any behavioral or medical concerns• Show animals to potential adopters• When time allows, socializing with the animals to get to know them individually | |
| Requirements: <ul style="list-style-type: none">• Ability to be trained in handling dogs, cats, rabbits, guinea pigs, hamsters, fowl and any other animals as available for adoption.• Some knowledge in animal behavior, basic training and behavior management techniques• Good communication and teamwork skills• Availability and drive to attend training opportunities provided at Humane Society as offered.• Basic computer skills• Ability to work independently with little to no staff supervision | |
| Benefits: <ul style="list-style-type: none">• Gaining experience with animals in the shelter environment• Interacting with various members of the community to improve the adoption experience• Improving the lives and morale of shelter animals with visits, training and individual attention.• Aiding animals in finding quality homes | |
| Feedback/Evaluation Periodic adoptions meetings to communicate needs and successes of the department. | |
| Training: Attend General Volunteer Orientation; schedule 1 on 1 training with Adoptions Manager. | |