



# Adoption Support Specialist

## **Position Description**

Offer exceptional customer service in greeting new clients to insure a positive first impression of MaxFund. Assist the MaxFund staff with counseling clients and introducing the clients to animals that will compliment their lifestyle and personality.

## **Duties**

- ✓ Positively greet clients in the lobby area, answer questions, and begin counseling clients on the adoption process and on potential animals available for adoption.
- ✓ Escort clients to the appropriate areas in the Shelter/Wellness Clinic to introduce them to animals that fit their lifestyle and personality.
- ✓ Oversee meetings between clients and animals available for adoption, supply client with as much information about the animal that is available to help ensure the client makes the best decision possible.
- ✓ Assist the client in obtaining and completing the appropriate paperwork to start the adoption process.
- ✓ Discreetly provide feedback on the clients interested in adopting to the MaxFund Adoption Coordinator. This information will be used in the evaluation process to determine if the client is a good match for the MaxFund animal.
- ✓ Positively represent MaxFund's philosophy, mission and goals at all times!

## **Training Requirements**

Complete the Volunteer Enrollment form and attend the new volunteer orientation. Attend the Dog Handling 101 and Adoption Support Specialist training classes. Continual on the job training with MaxFund staff members and senior level volunteers.

## **Commitment**

Two hour shifts weekly for six months.

## **Volunteer Profile**

An engaging individual willing to learn about the MaxFund animals and assist the staff in promoting loving adoptions. Must be outgoing, positive and enjoy working with people and animals.

## **Benefits**

- ✓ Fun, fast-paced position
- ✓ Meet new people – other volunteers, staff and clients who visit MaxFund
- ✓ Great satisfaction in knowing that you helped a MaxFund animal find a new loving home

## **Supervision**

Reports to the MaxFund front office staff member on duty at the time of shift.