

Adoption Facilitator

Reports to: Volunteer Coordinator & Client Services Representative

Position Function & Organizational Impact:

- Assist Client Services Representatives by completing all adoption paperwork, including processing in PetPoint
- Assist Client Services Representatives by completing all redemptions

Time Commitment and Location of Work:

- Yakima Humane Society
- Must volunteer on a regular basis to remain up-to-date with policies and procedures; must volunteer a minimum of 6 hours each week with a preference for committing to the same 3-hour (or more) shift each week
- Regular, required meetings will also take place to discuss policy changes, questions and concerns as a group

Goals:

- Streamline the adoption & redemption process in order to improve efficiency and increase adoption as well as return to owner numbers
- Improve Customer Service by quickly answering phone calls and respond to voicemails

Core responsibilities:

- Finalize all adoption & redemption paperwork
- Process adoptions and redemptions in PetPoint
- Ensure appropriate personnel know which animals are being adopted
- Ensure all necessary information is provided to adopters
- File completed paperwork
- Process payments and ensure appropriate documentation
- Capture adoption or redemption photo as desired by adopters or owners
- Answer phones and give information as needed
- Return voicemails

Qualifications/Requirements:

- Must be an active Yakima Humane Society volunteer and complete a minimum of 20 hours of volunteerism in the adoption center prior to Adoption Facilitator training
- Warm, friendly and enthusiastic personality
- Comfortable interacting with dogs and/or cats
- Ability to follow specific instructions from staff
- Ability to learn and retain information about our computer system
- Enjoys engaging with Yakima Humane Society's visitors, volunteers and staff
- Commitment to the philosophy of Yakima Humane Society's practices and policies
- Must be at least 18 years of age to volunteer for this position
- Track and input hours worked into the Yakima Humane Society's database
- Regular access to email to receive updates