

<b>2018</b>	<b>Volunteer Strategic Plan – Adoption Administrative Assistant</b>	<b>Managers</b>
Effective/Review Date: 2/2018		Approved by: TP




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### Volunteer Role Description

**Title:**                   **Adoptions Administrative Assistant**

**Department:**       **Adoptions**

**Reports To:**       **Adoptions Manager/Lead Adoptions Coordinator/Volunteer  
Manager/Call Center Manager**

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**Function:** Adoption Administrative Assistants will be responsible for answering calls on the adoption helpline regarding various inquires. They will retrieve messages from any missed calls and forward any calls that need to be handled by a supervisor to the appropriate departments.

They will also be responsible for processing the animals on the memo-photo status list following a check list of items that need to be verified and place the animals on the next appropriate status following the flow charts. They will communicate with the designated members of the animal care staff to let them know when animals are cleared to enter the adoption program to get them moved to the adoption program as soon as possible.

Respond to breed request emails and general adoption group emails. Keep up to date on animals available for adoption and animals entering the adoption program to be able to answer questions.

Prepare adoption folders, build cardboard adoption carriers, and keep adoption rooms stocked with materials. Scan paperwork as needed.

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**Specific Requirements:**

- Must support the Animal Rescue League’s mission, policies and practices.
- Must be able to provide accurate information to the public at all times.
- Must have the ability to deal tactfully and effectively with the public.
- Must have excellent oral and written communication skills.
- Have a general knowledge of all shelter programs and departments
- Have a background in animal care and behavior (preferred but not required)

**Skills:**

- High level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy.
- Ability to be diplomatic and informative.

**Qualifications:**

- Must be computer literate.
- Must be able to multi-task.
- Must be able to provide excellent customer service.
- General knowledge of animal care and keeping is preferred.

**Expectations:**

- Expect to adhere to an agreed schedule (this department operates Monday – Sunday)
- Contact Supervisor if he/she can not fulfill said schedule or will be late.
- Agree to work one or two (4) hour shifts per week (10am – 1pm / 2pm – 5pm)

**Training Curriculum:**

- Volunteer Open House and interview with Volunteer Manager.
- Shadow Supervisor for 2-3 complete shifts.
- Knowledge of County Ordinances, provided by trainer.
- Knowledge of animal flow charts – memo-photo check list, provided by trainer

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**Training Schedule:**

- Tuesday through Friday, 9am to 4pm by supervisor.
- Weekly briefings as needed.
- Schedule maintained by supervisor.
- Communication maintained by Adoptions Manager, Lead Adoptions Coordinator, Call Center Manager and Volunteer Program Manager.

The work of an Adoption Administrative Assist is communication and the ability to speak to a diverse range of people. The perfect candidate must be outgoing, confident and possess excellent customer care skills. This person should speak clearly and be friendly on the phone while demonstrating a professional and empathetic attitude and demeanor.