

Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740

Job Description

Job Title: Resource Center Counselor
Department: Resource Center
Job Code: Non-Exempt
Reports To: Director of Feline Operations
Job Status: Part-Time
Revision Date: September 28, 2020

Essential Duties

A Resource Center Counselor works under the direction of the Director of Feline Operations or their designee in welcoming patrons to the HSWC. This position intakes stray animals from Washington County, helps reunite lost animals with their families, and assists the public with resources that help keep animals and families together. It also actively implements intake-diversion techniques as directed by leadership and goes above and beyond to keep families together. A Resource Center Counselor is a proactive problem-solver and energetic multi-tasker who is able to transition flawlessly from offering resources to members of the public to accepting animals in need.

Tasks and Responsibilities

- Engages in dialogue with members of the public wishing to surrender animals in an effort to identify and then offer alternative solutions that will keep animals with their families.
- Provides resources and support to patrons enabling them to successfully rehome unwanted pets on their own.
- Assists pet guardians with resources to help them find lost pets.
- Ensures that all data, including history, on animals that are brought to the shelter is thoroughly and accurately entered into Chameleon.
- Serves as a team lead in one of the following program areas: Pet Food Bank, Public Assistant Vouchers and Licenses, or Lost and Found.
- Serves as point person responsible for all documentation, reporting, and outcomes associated with assigned program.
- Supports the human/animal bond by providing public education and resources to guests such as the Pet Food Bank, Public Assistance Vouchers, licensing, and Return to Field opportunities. Also connects guests with the appropriate staff to assist with Behavior and Training alternatives and TNR, as needed.
- Assists with reuniting lost pets with their guardians by matching lost and found reports, coordinating lost and found newspaper advertisements, posting on Lost and Found Furbabies Facebook page and processing required paperwork in a timely manner.
- Handles Owner Requested Euthanasia requests with the highest level of compassion and empathy.
- Processes cremation requests and pick-ups with empathy and kindness.
- Direct incoming calls to the appropriate person or department.
- Patiently communicates with callers or visitors who may be emotional or angry.
- Solicits monetary donations to support incoming animals.
- Assists donors with bringing in large in kind donations, accepts the donations with gratitude, and provides in kind donation receipts as needed.
- Safely handles and restrains animals using low stress handling techniques and personal protective equipment.
- Follows all protocol to minimize disease transmission by maintaining high standards of cleanliness of all animals, equipment and cages.
- Supports receiving staff with cleaning and caring for animals in the Receiving room as needed.
- Notifies the Director of Canine Operations, Director of Feline Operations or Health and Behavior Coordinators of high priority medical conditions noticed in incoming animals that may need to be sent to a veterinarian for further evaluation or treatment.

Qualifications

- Previous management, customer service, or veterinary clinic experience preferred
- Experience in an animal shelter strongly preferred; animal handling experience a plus
- Ability to multi-task in a fast-paced environment
- Candidates must be able to work both independently and collaboratively

- Strong attention to detail and client service skills
- Strong oral and written communication skills
- Ability to operate animal care vehicles including vans
- Availability to work daytime, evenings, weekends, and holidays (If needed).
- Candidates must be committed to treating animals with kindness and respect
- Deal with conflicts, questions, and problems in a professional manner and with consideration for the good of the organization.
- Follow the HSWC Standards of Professional Conduct.
- Organized and efficient with large amounts of information.
- Filling in for other areas and performing other tasks/functions as directed Director of Feline Operations or their designee.
- Follow all procedures established to maintain a safe work environment including using Personnel Protective Equipment (PPE), safe animal and chemical handling, and reporting all near misses and accidents.
- Must be at least 18 years of age, have a high school diploma or GED and a valid driving license with clean record.
- Ability to learn animal first aid and CPR, perform euthanasia, basic laboratory techniques and basic animal grooming techniques.
- Ability to identify signs of animal illnesses, diseases and injuries, animal species, breeds, ages, and gender.
- Ability to learn humane animal capture and humane restraint methods and the ability to interpret animal body language.
- Good interpersonal and communication skills.
- Basic computer skills.
- Ability to follow direction and/or instruction as given either orally or written.
- Must have insurable valid driver's license.
- Ability and willingness to be vaccinated with pre-exposure rabies.

Working Conditions

Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level in the work environment can be very loud. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. Computer usage.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.