



# Humane Society

FOR SOUTHWEST WASHINGTON

Completing families since 1897; we are committed to enriching the lives of people and pets through serving our community as it changes and grows. Through education, outreach, adoption, events, and support services for families, we are expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

The Humane Society for Southwest Washington (HSSW) is in search of *\*The Ideal Team Player*© to join our team as **Admissions Counselor** on the Customer Care Team. This position requires an individual who can communicate from a place of empathy, understanding and maintain confidentiality. HSSW is looking for an individual who loves working with people, teams of people and strives for excellence. Consider a change working toward a mission that will change you forever!

## **People + Dogs + Cats**

### **Admissions Counselor**

The mission of the Admissions Counselor is to assist community members in working through a multitude of potentially emotional situations without judgement. From owner requested surrender of beloved pets to assisting community cat populations to redeeming pets back to their families, the Admissions counselor will be in service to community members working through some of their toughest life choices. The ideal candidate will be a detail focused, community minded individual who is passionate about progressive animal sheltering and who will see a bright future with a leading shelter in the Pacific Northwest.

The Admissions Counselor is an FLSA Nonexempt position with an hourly payrate starting at \$14.00. Pay increases are analyzed annually and are dependent upon experience, attitude, work ethic, commitment to teamwork, learning ability, skill level and core competencies.

### **The Ideal Applicant**

- Displays interest, enthusiasm, and an affinity for working with both animals and the people who love them.
- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and, ideally, a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- Is committed to achieving excellence individually and as a part of the team.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

## **Benefits**

In addition to serving in an organization with a compassionate and strategic purpose; full time employees currently enjoy health, dental and vision insurance benefits that become effective the first of the month after hire, paid time off that includes floating holidays, matching percentage 401 (k) retirement plan, with ROTH option, that begins the first of the month after hire with a 3-year graded vestment schedule, employee assistance program that includes all household member access, Section 125 FSA Cafeteria Plan for out of pocket health and/or dependent day care expenses, numerous employee discounts that include partner organizations and access to affordable life, disability and accidental supplemental insurance through our partnership with Colonial Life which offers a guaranteed-issue life insurance coverage option to new employees, which means no medical questions or exams are required to be eligible for coverage.

## **Position Summary**

- The Admissions Counselor takes a one team approach to daily work with other customer care counselors, volunteers, and workforce partners to ensure that excellent service is provided to patrons in a fast-paced admissions center that serves over 8000 animals per year.
- Provide quality service to customers, volunteers, and staff, recognizing their individual contributions to the success of the organization
- Assist with training staff, volunteers, and workforce partners to perform essential duties efficiently and effectively.
- Recognize the need of other departments and help when needed.
- Take immediate action to bring shelter-related issues, incidents, or equipment failures to the attention of supervisor.
- Provide prompt in-person and telephone customer service
- Actively solicit donations from clients, assist with accepting in-kind donations
- Assist clients seeking lost animals
- Conduct the admission of stray and relinquished animals following safety and intake protocols, enter computer data and complete necessary paperwork
- Actively promote HSSW programs and events to clients, volunteers, and staff
- Participate on committees and special projects as assigned
- Keep service desk areas orderly, stocked and cleaned following disinfection protocol
- Actively support associate staff and volunteers and promote the development of skills related to the advancement of our goals and mission
- Represent HSSW in a positive, professional, and courteous manner to clients, volunteers, staff, and workforce partners
- Perform data entry tasks throughout the day and work with multi-line phone systems.
- Follow all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk
- Keep appropriate teams informed of animal behavior, health concerns
- Maintain accurate kennel and computer records
- Other duties as assigned

## **Required Qualifications**

- Must possess a valid driver's license and acceptable driving record.

## **The HSSW Culture**

**Vision:** A community where everyone loves and cares for animals.

**Mission:** Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

**Values:** Compassion. Collaboration. Excellence. Service. Integrity. Stewardship.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value we recognize that everyone has the opportunity to lead by setting an example of excellence, attitude, service, teamwork & collaboration.

We seek to hire and surround HSSW with team members that are \*humble, hungry, and smart.

- Humble team members are quick to point out the contributions of others and slow to seek attention for their own. They share credit, emphasize team over self and define success collectively rather than individually.
- Hungry team members are self-motivated and diligent. They are constantly thinking about the next step and the next opportunity.
- Smart team members are interpersonally appropriate and aware. They have good judgment and intuition around the subtleties of group dynamics and the impact of their words and actions.

### **Physical Demands and Working Conditions:**

Qualified applicants must be capable of performing all physical demands required of the position. These demands may include but are not limited to crouching, bending, lifting, walking, kneeling, stooping, stretching, and standing for up to 10 hours a day with appropriate breaks. It requires the ability to control dogs (both large and small) on a leash in addition to frequent lifting and/or moving crated animals (that may be fractious or hold wildlife). This position requires frequent lifting and/or moving of items up to 50 pounds. Reasonable accommodations may be made for enable individuals with disabilities to perform the essential functions.

Work is performed in an animal shelter that operates 7 days per week, with exposure to environmental conditions that include working with and near animals with potential exposure to fractious animals; high noise levels; zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals.

Work is performed in an animal shelter office environment, with exposure to environmental conditions that include working with and near animals. The workplace operates 7 days per week, with potential exposure to fractious animals; high noise levels; zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship. Some positions may require passing a Criminal Background Screen and/or Motor Vehicle Records Search. **HSSW participates in E-Verify and requires pre-employment drug testing.***

*\*The Ideal Team Player© 2016 by Patrick Lencioni*

If you feel you are the ideal candidate and you meet the qualifications for this position, please submit application by email to [jobs@southwesthumane.org](mailto:jobs@southwesthumane.org) with your first and last name in the subject line followed by “; Admissions Counselor”. If you prefer you may place your application in an envelope to mail or hand deliver. Please label Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192<sup>nd</sup> Ave, Vancouver, WA 98684. You can find the link to our application here on our website <https://southwesthumane.org/contact-us/careers/>

*Current HSSW staff will be required to submit an interdepartmental application.*