



**Position: Intake and Adoption Counselor**

**Dept.: Front Desk – Holland Rd.**

**Reports to: Intake and Adoption Counselor Coordinator**

**Status: Full Time**

The Virginia Beach SPCA is seeking a compassionate, enthusiastic Intake and Adoption Counselor. Job responsibilities include answering client inquiries by phone and e-mail, processing adoptions, intakes, retail transactions, and animal handling. Candidates must be available to work evenings (until 7 pm) and weekends. If interested, please submit a resume, cover letter, and references to [cat.daniels@vbspca.com](mailto:cat.daniels@vbspca.com).

**Responsibilities Include:**

- Providing a positive customer service experience
- Answering customer inquiries in person, by phone and email
- Processing retail sales
- Receiving, marking, and stocking merchandise
- Performing routine housekeeping tasks to ensure the professional image
- Animal handling and cage cleaning as needed
- Interviewing of potential adopters to match with permanent homes
- Processing adoption paperwork

**Knowledge and Skill Requirements**

- High School Diploma or GED
- Customer service and cash handling experience in a retail setting preferred
- Knowledge about pet care and pet care safety
- Ability to work cooperatively with volunteers and coworkers

- Must be able to represent the VBSPCA professionally at all times
- Available to work evenings and weekends

### **Physical Requirements**

- Ability to communicate effectively in English
- Ability to add and subtract for cash management
- Ability to lift/move boxes up to 40 pounds
- Ability to restrain animals up to 80 pounds
- Ability to climb a ladder
- Ability to be around animals
- Ability to clean animal housing areas
- Ability to sit, talk, hear, stand, walk; use hands and fingers, handle or operate objects, reach with hands and arms; climb and balance; stoop, kneel, crouch, and crawl.
- May be exposed to offensive chemicals

Please submit resume, cover letter, and references to [cat.daniels@vbspca.com](mailto:cat.daniels@vbspca.com)