



Position: Sales Associate/Adoption Counselor

Dept.: Satellite Center- Providence Road

Reports to: Retail Manager

Status: Part Time

Under the direction of Retail Manager, the Sales Associate/Adoption Counselor is responsible for creating a warm and welcoming environment for all visitors to the center, demonstrated by: consistently providing the highest level of customer service; showing compassion for animals and people; maintaining accurate and complete records; and providing service to the public in a timely manner.

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 and application to christie.laforce@vbspca.com