



**POSITION:** Sales Associate & Adoption Counselor

**DEPT:** Retail Sales & Adoption Center

Reports to: Retail Sales & Adoption Center Manager

Status: Full-time, non-exempt or Part-time, non-exempt

Updated: May 2015

**JOB SUMMARY:**

Under the direction of Retail Sales & Adoption Center 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:**

- 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/WORKING CONDITIONS**

- 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

**To apply, submit cover letter, resume, [VBSPCA employment application](#), and professional references to [Nikki.Shepperd@vbspca.com](mailto:Nikki.Shepperd@vbspca.com)**