



SPCA Windhoek

POSITION DESCRIPTION TITLE: Adoption & Community Associate

DEPARTMENT: Admin

JOB SUMMARY: Responsible for communicating and assisting the public, potential adopters, adopters, and volunteers with inquiries, requests, and client relations. Employee will maintain records, enter data, transactions, and file information and documentation. Employee is expected to spend time with the animals in order to help match clients with shelter animals. Employees will also be trained in the adoptions functions of the shelter, and will be expected to maintain all tasks at the reception. Morning, evening, and weekend work will be required; Saturday availability is required.

REPORTS TO: Director of Operations

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Administrative:

1. Ensure that paperwork and records are entered and maintained accurately and that database information is updated
2. Organize and maintain good order of original copies, forms, and documentation
3. Learn and use the descriptive identification used by SPCA, and develop a current working knowledge of animal physical and behavioral indicators
4. Develop a basic working knowledge of the SPCA's procedures, guidelines, and protocols for the safe handling of animals
 - a. Legal and statistical reporting procedures, and veterinary protocols
 - b. Understand and comprehend SPCA's Animal Care Standard Operating Procedures (SOPs)
5. Assist on an as needed basis with SPCA inventory and report/order necessary product needs
6. Accurately complete all animal intake, lost and found, vaccination, medical procedure, microchip and adoption paperwork
 - a. Ensuring the registration of all microchips and filing of information
7. Maintain accurate animal information and records in database
8. Retrieve general voicemail messages and respond to calls and/or forward them to the appropriate department

9. Keep current records and take booking orders for boarding cats and dogs from clients
10. Participate in staff meetings to share ideas and suggestions for improving the quality of the organization as a whole
11. Maintain, schedule and regularly communicate with volunteers in person and on select platforms
12. Keeping contact records up to date
13. Post, take photos, and communicate on social media platforms
14. Keep adoption profiles of animals up to date on the website
15. Report any urgent matters, concerns, observations regarding matters on the premises or in media and social media to assigned manager
16. Dispatch animal inspectors to cases

Adoption Counseling and Community Outreach:

1. Explain SPCA adoption policies and procedures to potential adopters
2. Use customer service skills to facilitate potential applications in a positive manner in support of SPCA mission and objectives
3. Conduct adoption and behavior consultations
4. Ensure that all adoption related literature is assembled prior to the adoption consultation
5. Review all pertinent information on the application with the potential adopter privately
6. Conduct all post-consultation activities prior to the adoption
7. Maintain a complete and accurate file regarding all actions associated with the adoption
8. Ensure that the completed adoption contract is at the shelter prior to the adopter's scheduled pick-up time
9. Advise shelter personnel of the pick-up time as well as any required pre-adoption medical procedures
10. Arrange transfer of veterinary records from the previous owner to the new adopter if appropriate
11. Conduct all final adoption processes
12. Ensure that all required actions are completed prior to releasing the animal to its new home
13. Conduct consultations for owner surrendered animals and stray animals
14. Document a complete personality profile of the animal
15. Discuss the adoption potential of the animal and gather detailed information on the history of the surrendered animal
16. Conduct tours and give instructions to visitors as needed

Animal Care:

1. Provide affection and socialization to all animals on a regular basis, including walking dogs as needed
2. Examine animals entering the shelter
3. Accurately evaluate the medical status of an animal to determine whether it is stable and can remain in the shelter
4. Conduct dog meets and playgroups as needed

5. Assist feed, water, groom, and medicate animals on a daily basis, while monitoring the physical condition and behavior of each animal
6. Assist in keeping the office areas neat and clean
7. Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility
8. Ensure proper identification is placed on each individual animal/cage/kennel where applicable

Financial:

1. Accept and process monetary and in-kind donations from the public, thank the donor and forward notices of donation to the management
2. Accurately process cash, check and credit card transactions, adhering to SPCA accounting policies
3. Assist clients with retail item purchases, maintain inventory and ensure displays are stocked and orderly
4. Daily closing of cash box with assigned staff
5. Write and send thank you notes to donors and sponsors

POSITION SPECIFICATIONS:

1. Required:
 - a. Grade 12 qualifications or equivalent
 - b. Proven ability to handle multiple tasks in a busy workplace environment
 - c. Ability to accurately perform basic mathematical calculation
 - d. Understanding of humane care and treatment of animals
 - e. Fluent in English
2. Preferred:
 - a. Experience in animal care
 - b. Ability to speak Afrikaans

WORKING CONDITIONS:

1. Indoors in a high noise building, outdoors at shelter in various weather conditions, or on-location for various activities
2. Equipment use:
 - a. Includes use of PC, laser printer, copy machine, fax machine, telephone, and cleaning supplies
3. Work hours:
 - a. Work hours will vary
 - b. Early morning, evening, and weekend hours will be required

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

1. Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches
2. The employee must frequently lift and/or move up to 40 kg

3. The employee must frequently bend, grip and be flexible to do so
4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus
5. Ability to work around pet dander, dust and other allergens without issue
6. Regularly required to stand and walk
7. Strong data entry skills and the ability to maintain accurate records in shelter databases
8. Requires working alone or with minimal supervision - must be self-motivated
9. Requires patience and tact when working with difficult, emotional, or angry people
10. Must have the ability to effectively communicate; verbally and written, over the phone and intercom, with a wide variety of both internal and external individuals, including the all staff, a volunteer workforce, partner organizations, and private citizens
11. Requires treating people and animals in a pleasant, courteous and professional manner
12. Adherence to SPCA's policies and philosophies
13. Must be willing to receive Rabies vaccine and/or titers test upon request
14. This position 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.

To apply: Email your CV and Cover Letter to careers@spcawindhoek.org.na and we will contact the successful candidates for interview.

Status: Open Until Filled