

Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740

Job Description

Job Title: Resource Center Counselor
Department: Resource Center
Job Code: Non-Exempt
Reports To: Supervisor of Resource Center
Job Status: Full-Time
Revision Date: January 10, 2019

Essential Duties

The Resource Center Counselor works under the direction of the Supervisor of the Resource Center welcoming patrons to the HSWC and through counseling helping clients determine alternatives to intake and accepting animal surrenders when this is the best option for the animal and family. The Resource Center Counselor is a proactive problem-solver and energetic multi-tasker who is able to transition flawlessly from Admission Counseling to animal receiving process – intake exam, cage preparation, vaccinations, and record-keeping when needed.

Tasks and Responsibilities

- Counsels patrons wishing to surrender animals by offering alternative solutions.
- Provides resources and support to patrons enabling them to successfully rehome unwanted pets on their own.
- Converts patrons wishing to surrender pets to potential foster homes through conversation.
- Supports the human/animal bond by providing public education and resources to patrons such as Pet Food Pantry, Public Assistance Vouchers, Behavior and Training alternatives, Trap/Neuter/Return options, Feral Cat Management, and Humane Wildlife Solutions.
- Assists with reuniting lost pets with their guardians by matching lost and found reports, coordinating lost and found newspaper advertisements, and processing required paperwork.
- Assists staff evaluating animal medical conditions
- Safely handles and restrains animals using low stress handling techniques and personal protective equipment.
- Follows all protocol to minimize disease transmission by maintaining high standards of cleanliness of all animals, equipment and cages.
- Works collaboratively with staff to ensure cleaning and caring for animals in the Receiving room.
- Works collaboratively with Health and Behavior Coordinators to move animals out of Receiving when intake is done and space is available in shelter.
- Notifies the Supervisor of the Resource Center, Animal Care Supervisor or Health and Behavior Coordinators of high priority medical conditions that may need to be sent to a veterinarian for further evaluation or treatment.

Qualifications

- Previous customer service experience preferred
- Ability to multi-task in a fast-paced environment
- Candidates must be able to work both independently and collaboratively
- Strong attention to detail and client service skills
- Strong oral and written communication skills
- Ability to operate animal care vehicles including vans
- Availability to work daytime, evenings, weekends, and holidays
- Formal animal care experience a plus
- Candidates must be committed to treating animals with kindness and respect
- Report all damage and needed repairs for equipment or facility to the AAM or their designee.
- Transport animals to various locations as needed following standard state laws.
- Deal with conflicts, questions, and problems in a professional manner and with consideration for the good of the organization.
- Follow the HSWC Standards of Professional Conduct.
- Organized and efficient with large amounts of medical information.
- Perform humane euthanasia and prepare bodies for rabies testing as directed (when trained)

- Filling in for other areas and performing other tasks/functions as directed by the AAM or their designee.
- Follow all procedures established to maintain a safe work environment including using Personnel Protective Equipment (PPE), safe animal and chemical handling, and reporting all near misses and accidents.
- Must be at least 18 years of age, have a high school diploma or GED and a valid driving license with clean record.
- Ability to identify signs of animal illnesses, diseases and injuries, animal species, breeds, ages, and gender.
- Ability to learn humane animal capture and humane restraint methods and the ability to interpret animal body language.
- Good interpersonal and communication skills.
- Basic computer skills.
- Ability to follow direction and/or instruction as given either orally or written.
- Must have insurable valid driver's license.
- Ability to be vaccinated with pre-exposure rabies.

Working Conditions

Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level in the work environment can be very loud. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. Computer usage.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.