

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

### **Job Description**

**Job Title: Resource Center Counselor**  
**Department: Field Services**  
**Job Code: Non-Exempt**  
**Reports To: Resource Center Supervisor**  
**Job Status: Full-Time**  
**Revision Date: February 6, 2019**

#### Essential Duties

The Resource Center Counselor works under the direction of the Resource Center Supervisor welcoming patrons to the HSWC, 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 and energetic problem-solver.

#### Tasks and Responsibilities

##### Receiving

- Counsels patrons wishing to surrender animals and provides resources and support to enable them to successfully rehome unwanted pets on their own.
- Through skilled conversation, converts patrons wishing to surrender pregnant animals, queens with litters, or orphaned newborns, to potential foster homes.
- Supports the human/animal bond by providing public education and resources to patrons such as Pet Food Pantry, Public Assistance Vouchers, and Behavior and Training alternatives, and Humane Wildlife Solutions.
- Notifies the Veterinary Center, Resource Center Supervisor, Animal Care Manager or Health and Behavior Coordinators of high priority medical conditions that may need to be sent to a veterinarian for further evaluation or treatment.
- Assists staff performing medical evaluations.
- Works collaboratively with Health and Behavior Coordinators on animals that may be considered unadoptable or require special attention.
- 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.

##### Lost & Found and Return to Owner

- Assists with reuniting lost pets with their guardians by matching lost and found reports and social media listings, coordinating lost and found newspaper advertisements, and processing required paperwork.
- Confirms all animals, whether received or not, have a picture in the system before being returned to owner.

##### Field Services and Trap/Neuter/Return

- Promotes Trap/Neuter/Return for feral/free-roaming community cats. Cat must stay in trap and approval must be made through TNR manager with the owner prior to them leaving.
- Verifies outstanding citations prior to returning impounded/stray animals to owners.

##### Miscellaneous

- Transport animals to various locations as needed following standard state laws.
- Perform humane euthanasia and prepare bodies for rabies testing as directed (when trained)
- Report all damage and needed repairs for equipment or facility to the Resource Center Supervisor.
- Fill in for other areas and perform other tasks/functions as directed by Resource Center

Supervisor.

#### Qualifications

- Previous experience in customer service preferred.
- Good attention to detail and ability to multi-task in a fast-paced environment.
- Strong interpersonal, oral and written communication skills.
- Ability to work both independently and collaboratively.
- Ability to follow direction as given either verbally or written.
- Basic computer skills.
- Formal animal care experience a plus.
- Capable of organizing and comprehending large amounts of medical information.
- 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.
- Committed to treating animals with kindness and respect.
- 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.
- 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.
- Must have insurable valid driver's license.
- Ability to operate animal care vehicles including vans.
- Ability to be vaccinated with pre-exposure rabies.
- Availability to work daytime, evenings, weekends, and holidays.

#### 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.*