

# ANIMAL SERVICES ADOPTION COORDINATOR

Job Code	Pay Grade
20078	CL12

## Nature of Work

This is customer service work promoting the Pinellas County Animal Services Adoption Program in an effort to increase pet adoptions and decrease euthanasia of animals. Work also includes assisting and educating adopters on pet selection, pet care, and owner responsibilities. An employee in this class performs public contact work in a busy animal shelter environment. The incumbent develops plans and procedures to encourage adoptions. Incumbent resolves problems by exercising fair, independent judgment in dealing with customer's problems, or when necessary, makes recommendations to a supervisor. Incumbent applies an extensive knowledge of dog and cat breeds, pet behavior, and other related training, plus applies department policies. The incumbent acts independently to achieve desired, community relations results utilizing media contacts, newspapers, and promotional events. Work is performed with considerable initiative and independent judgment in rules, regulations, and guidelines governing animal adoptions. The position reports to a management official or designee.

## Minimum Qualifications Requirements

- 3 years experience working in an animal shelter environment that includes pet adoptions, supervision of volunteers, adoption placement promotions, hands-on animal care, lead worker or supervisory training; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- A Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Physical strength and agility to lift heavy animals, equipment, and supplies.
- Possession of State Euthanasia and Crematory Certification; or equivalent credentials recognized by the Florida Animal Control Association.
- Exposure to personal risk during assignments causing periodic contact with hostile or diseased animals.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Confers, counsels and educates customers on various pet breeds, dog and cat characteristics, and county adoption policies and procedures.
- Resolves adoption problems that arise in the course of the transaction.
- Develops and implements promotional tools and procedures to enhance the adoption program.
- Designs, creates, and implements the various adoption programs, such as the Senior to Senior adoption program for older animals and the indigent pet feeding program.
- Coordinates the activities of volunteer personnel as needed.
- Evaluates animals eligible for adoption.
- Assists in the planning and writing of legal documents to present to the County Attorney for programs relating to adoptions.
- Produces, directs, and edits digital video daily of adoption animals and publishes to multiple websites.
- Assists in the preparation of press releases for various media through the Communications Department as related to Animal Services.
- Contacts and secures newspaper and television media time and space highlighting pet adoptions.
- Secures advertising for adoption program working within a defined budget.
- Participates in radio and TV interviews focusing on adoptions.
- Plans, organizes and coordinates special events that will promote adoptions.
- Develops informational and educational materials to be offered to adopters.
- Provides follow up assistance to adopters to resolve problems.
- Provides appropriate animal husbandry as required.
- Performs related work as assigned or required.

# ANIMAL SERVICES ADOPTION COORDINATOR (continued)

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## Knowledge, Skills, and Abilities

- Knowledge of pet breeds, typical dog and cat behavior.
- Knowledge of business English, spelling and arithmetic.
- Knowledge of Pinellas County Animal Services policies and procedures.
- Skilled in making presentations to citizen groups, employees, volunteers, etc.
- Skill in computer software necessary to maintain and update departmental website.
- Ability to train and supervise volunteer and clerical personnel.
- Ability to work independently with minimal supervision.
- Ability to provide information correctly and concisely, both orally and in writing.
- Ability to deal with the public in an effective and courteous manner.
- Ability to deal effectively with media groups in a positive and productive manner.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified