



Willamette Humane Society - Volunteer Role Description

Adoptions Support - Meow Town

Availability: 2:00-4:00 and 4:00-6:00 PM on Fridays and Saturdays.

Purpose of the Role:

An Adoption Support Volunteer (ASV) is responsible for providing exceptional customer service to all Willamette Humane Society (WHS) stakeholders with a primary focus on the adoption process and assisting the Adoption Team. Adoption Support Volunteers are on the front lines with the public, showing animals, making matches between people and pets and helping make the adoption process a smooth one.

Our adoption process works to place animals we believe to be safe in a new home through a careful screening and application process. WHS carefully matches pets with families with the aim of helping our pets find their forever home and make sure that pet owners understand what responsibilities and time will be needed for their new pet.

Volunteer Role Location:

Volunteers will serve at Meow Town, our offsite adoption nook located in PetSmart at 2925 Lancaster Dr NE, Salem, OR 97305.

Essential Duties and Responsibilities:

- Become acquainted with the animals available for adoption.
- Provide support to the offsite adoption WHS staff.
- Assist customers with questions regarding our adoptable cats, adoption process, and the hold process.
- Assist customers with visiting cats they are interested in adopting.
- Assist customers in the selection of appropriate animals for adoption (striving to make a suitable match with the potential adopter's home and lifestyle) and in the preparation of adoption forms.
- Review questionnaires and counsel adopters on all animal and WHS paperwork. Provide relevant resources and instructional materials as needed to prepare adopters for the commitment of providing a successful and rewarding home to their new pet.
- Support humane options of training and counsel the public in matters of training, behavior modification, and socialization as well as alternatives to surrender.
- Assist with animal care maintenance such as enrichment, feeding and providing clean water for pets, and cleaning animal housing.
- Monitor and report any animal health or behavioral concerns.
- Keeping kennel areas clean and presentable.

Last Updated: [1/7/2022]

Updated by: CE Team

Qualifications and Requirements:

- **Must be 18 years or older**
- Volunteers must have good animal handling skills,
- Ability to work directly with animal wastes, cleaners and disinfectants, soiled animal bedding, and potentially hazardous conditions, including the risk of animal bites and zoonotic diseases.
- Good knowledge of or ability to learn about WHS adoption policies and procedures
- Ability to professionally represent Willamette Humane Society and all WHS policies
- Ability to stay standing or active during the entire shift.
- Must be able to lift a minimum of 30 lbs.
- Work performed requires lifting, bending, stooping, pushing and other strenuous activities.
- Able to accurately work with detailed information in paper and computerized format.
- Ability to use a tablet and process paperwork.

Dress Code:

- Closed toed shoes and socks
- Pants free of rips, tears or stains that cover and protect skin
- Willamette Humane Society Volunteer apron
- Willamette Humane Society name tag

Benefits:

- There is a special joy that comes with seeing a pet go to their new home. Working at Meow Town you are an integral part of this process. The excitement when a cat or kitten goes home, the knowledge that you helped make that connection - there's nothing like it!

WHS is dedicated to establishing, maintaining, and enhancing the bond between companion animals and people of Marion and Polk counties. For more information on volunteering, visit the [volunteer Facebook page](#), join our [monthly newsletter](#), or email volunteer@whs4pets.org.

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