



Are you passionate about animal rescue and helping pets find their forever families? The St. Croix Animal Welfare Center is looking for the right person to join our team as Adoptions Coordinator.

The Adoptions Coordinator leads St. Croix Animal Welfare Center’s adoption program. In addition to providing excellent customer service to potential adopters and visitors at Pet Place, the adoptions coordinator will design, implement and evaluate strategies to increase local adoptions through social media, marketing, creative partnerships, and off-site adoption events. The Adoptions Coordinator collaborates with colleagues working in intake, medical, foster, pet transfer, kennel, and volunteer programs to quickly get animals to the adoption center and in to their forever homes. The adoption coordinator will also oversee retail merchandise sales of pet care supplies at our adoption center, including purchasing, managing inventory and displays, sales, and financial reconciliation. The ideal candidate is goal oriented and driven to help grow the program. Applicants should be knowledgeable of the community, have strong interpersonal skills, be informed about pet behavior and care, and be very friendly! The work environment is fast-paced but extremely rewarding.

See complete job description below.

To apply: Please send cover letter, resume, and three professional references to administration@stcroixawc.org or deliver in person to our 5 Corners Shelter/Clinic location, 1C-1D La Grande Princesse.



Position Title: Adoptions Coordinator
Reports To: Operations Manager
Supervisory Responsibility: No
Full-time, Hourly, Non-Exempt
Compensation: Commensurate with experience.

Work Schedule: The St. Croix Animal Welfare Center operates seven days per week, 365 days per year and is typically open to the public six days per week. This position will be primarily 9:00-5:30, five days per week including Saturdays. Evenings may occasionally be required to meet the needs of the program.

Position Summary

The Adoptions Coordinator leads St. Croix Animal Welfare Center's adoption program. In addition to providing excellent customer service to potential adopters and visitors at Pet Place, the adoptions coordinator will design, implement and evaluate strategies to increase local adoptions through social media, marketing, creative partnerships, and off-site adoption events. The Adoptions Coordinator provides adoptions counseling and helps to appropriately match people and pets. The Adoptions Coordinator collaborates with colleagues working in intake, medical, foster, pet transfer, kennel, and volunteer programs to quickly get animals to the adoption center and in to their forever homes. The adoption coordinator oversees retail merchandise sales of pet care supplies at our adoption center, including purchasing, managing inventory and displays, sales, and financial reconciliation.

Key Responsibilities

- **Oversee and facilitate all aspects of the adoption process:**
- Provide exceptional customer service to all visitors and potential adopters.
- Review adoption applications, have conversations with all potential adopters, help people select pets most suitable for them, follow up with post adoption calls to provide support and answer questions.
- Share information about proper pet care, training and behavior with adopters and other visitors to The Pet Place. Inform adopters about necessary follow-up vaccinations, scheduled medications and other recommended care, including heartworm and flea/tick preventatives.
- Collaborate with colleagues including those in the intake, kennel, shelter medical, and foster departments to determine and increase adoptability of pets, and to transfer pets from the 5 Corners facility and foster homes to The Pet Place.
- Collaborate with Shelter Medical Coordinator and Lead Kennel Tech at Pet Place to ensure that all animals at The Pet Place stay up to date with vaccinations, preventative medication, and other scheduled medical care, and that this information is recorded.
- Work with Kennel Technicians to provide training, enrichment activities and socialization to all the dogs and cats at The Pet Place in order to maintain and/or increase their adoptability.
- **Design, implement, and oversee marketing and promotions to drive adoptions:**
- Create partnerships with businesses and community organizations to promote adoptable pets.
- Plan and execute off-site adoption events; make use of social media and other marketing strategies to promote adoptions.

- Write creative animal bios, collect happily ever after stories, and maintain excellent rapport with adopters.
- **Lead retail merchandising of products for sale at Pet Place:**
- Source and purchase animal care products, manage inventory, re-ordering as needed. Coordinate all aspects of purchasing and delivery of merchandise in collaboration with colleagues.
- Assist adopters and other customers in purchasing pet supplies, including toys, treats, leashes, collars, carriers, and more.
- Oversee end of day reconciling of sales, providing financial records and cash to the Administrative Manager.
- Maintain records in an accurate and timely manner.
- Supervise and/or work with other staff and volunteers, embracing a culture of positive collaboration.
- Treat all animals humanely at all times, and show kindness, compassion and empathy for both animals and people.
- Other duties as assigned by supervisor to support agency operations.

Other Requirements:

- Knowledge about pet behavior and care is a must.
- No criminal convictions or injunctions at the local, state and/or national level which could demonstrate an inability to carry out the agency's mission or programs.
- Upholds the ethical standards of the agency.
- Follows policies and procedures of the agency.
- Must have reliable transportation.
- Must have reliable method of communication when working off-site.

PHYSICAL DEMANDS: This position sometimes requires lifting and carrying materials and animals weighing up to 50 lbs. It may be necessary to leash walk large and strong animals that pull and jump.

TO APPLY: Please send cover letter, resume, and three professional references to administration@stcroixawc.org or deliver in person to our 5 Corners Shelter/Clinic location, 1C-1D La Grande Princesse. For more information visit www.StCroixAWC.org.