



ANIMAL SERVICES VOLUNTEER JOB DESCRIPTION

Job Title:	Pet Adoption Advocates
Location:	Administrative Office and Kennels
Work Hours:	3-4 hour shifts: Mon 10:30am-5:30pm and Tue-Fri 9:30am-4:30pm

Job Duties:

Interact with customers and monitor customer interactions with animals for safety of pets and people.

Provide information on the adoption process (application, fees, etc.) to customers.

Provide information on animals for adoption from the kennel card to customers.

Direct customers with more specific questions about animals to Kennel Staff. Do not guess about the history or disposition of a pet, please direct these questions to Kennel Staff.

Ask customers to refrain from touching or antagonizing animals and direct customers to hand sanitizers if they do touch animals. Report any problems to Kennel Staff.

Refer customers interested in adopting a specific animal to the Front Office to complete an adoption application. Make sure that customers understand that there are requirements that must be met prior to adopting an animal and that you cannot make them any guarantees. They must go through the application process.

Once customers have chosen a specific animal for adoption, monitor further direct customer interaction with the animal (in the pen or play yard, as available or appropriate).

May be assigned other duties related to customer service or promotion of animals for adoption when time permits.

Optional Duties after completing training for basic animal handling:

Take animals in/out of pens, walk on leash, etc. for the purpose of promoting adoptions. (optional)

Bathe animals or perform other functions that help promote the animal for adoption. (optional)

Skill-Set Requirements:

- Excellent Customer Service Skills
- Knowledge of Adoption Requirements
- Ability to stand for long periods of time
- Basic Animal Handling Skills (optional)

Requirements (special clothing boots, tools, gloves, etc.):

- Casual clothing



Hernando County Animal Services
19450 Oliver Street
Brooksville, FL 34601
(352) 796-5062 Fax (352) 796-3746
Email: ac@hernandocounty.us
www.hernandocounty.us/code/animal

Closed-toed shoes