



SPCA Windhoek

POSITION DESCRIPTION TITLE: Adoption & Community Associate
DEPARTMENT: Adoptions and Admin

JOB SUMMARY: Responsible for communicating and assisting members of the public, potential adopters, adopters, clients, and volunteers with inquiries, requests, and client relations. Employee will maintain records, enter data, transactions, and file information and documentation. Employee is expected to spend time with the animals in order to help match clients with shelter animals. Employees will also be trained in the adoption functions of the shelter and will be expected to maintain all tasks at the reception. Morning, evening, and weekend work will be required; Saturday availability is required.

REPORTS TO: Director of Operations

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Administrative:

1. Ensure that paperwork and records are entered and maintained accurately, and that database information is updated.
2. Organize and maintain good order of original copies, forms, and documentation.
3. Learn and use the descriptive identification used by SPCA and develop a current working knowledge of animal physical and behavioral indicators.
4. Develop a basic working knowledge of the SPCA's procedures, guidelines, and protocols for the safe handling of animals.
 - a. Legal and statistical reporting procedures, and veterinary protocols.
 - b. Understand and comprehend SPCA's Animal Care Standard Operating Procedures (SOPs).
5. Assist on an as needed basis with SPCA inventory and report/order necessary product needs.
6. Accurately complete all animal intake, lost and found, vaccination, medical procedure, microchip and adoption paperwork.
 - a. Ensuring the registration of all microchips and filing of information.
7. Maintain accurate animal information and records in database.
8. Retrieve general voicemail messages and respond to calls and/or forward them to the appropriate department.
9. Keep current records and take booking orders for boarding cats and dogs from clients.
10. Participate in staff meetings to share ideas and suggestions for improving the quality of the organization.
11. Maintain, schedule, and regularly communicate with volunteers in person and on select platforms.
12. Keeping contact records up to date.



13. Post, take photos, and communicate on social media platforms.
14. Keep adoption profiles of animals up to date on the website.
15. Report any urgent matters, concerns, observations regarding matters on the premises or in media and social media to assigned manager.
16. Dispatch animal inspectors to cases.
17. Responsible in keeping the office and reception areas neat and clean daily.

Adoption Counseling and Community Outreach:

1. Explain SPCA adoption policies and procedures to potential adopters.
2. Use customer service skills to facilitate potential applications in a positive manner in support of SPCA mission and objectives.
3. Conduct adoption and behavior consultations.
4. Ensure that all adoption related literature is assembled prior to the adoption consultation.
5. Review all pertinent information on the application with the potential adopter.
6. Conduct all post-consultation activities prior to the adoption.
7. Maintain a complete and accurate file regarding all actions associated with the adoption.
8. Ensure that the completed adoption contract is at the shelter prior to the adopter's scheduled pick-up time.
9. Advise shelter personnel of the pick-up time as well as any required pre-adoption medical procedures.
10. Arrange transfer of veterinary records from the previous owner to the new adopter if appropriate.
11. Conduct all final adoption processes.
12. Ensure that all required actions are completed prior to releasing the animal to its new home.
13. Conduct adoption follow-ups.
14. Conduct consultations for owners of surrendered and stray animals.
15. Document a complete personality profile of the animal.
16. Discuss the adoption potential of the animal and gather detailed information on the history of the surrendered animal.
17. Conduct tours and give instructions to visitors as needed.

Animal Care:

1. Provide affection and socialization to all animals on a regular basis, including walking dogs as needed.
2. Examine animals entering the shelter to triage their care.
3. Accurately evaluate the medical status of an animal to determine whether it is stable and can remain in the shelter.
4. Conduct dog meets and playgroups as needed.
5. Walk and socialize shelter animals.
6. Assist with feeding, watering, grooming, and medicating of animals, when needed, while monitoring the physical condition and behavior of each animal.



7. Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility.
8. Ensure proper identification is placed on each individual animal/cage/kennel where applicable.

Financial:

1. Accept and process monetary and in-kind donations from the public, thank the donor and forward notices of donation to the management.
2. Accurately process cash, check, and credit card transactions, adhering to SPCA accounting policies.
3. Assist clients with retail item purchases, maintain inventory and ensure displays are stocked and orderly.
4. Daily closing of cash box with assigned staff.
5. Write and send thank you notes to donors and sponsors.

POSITION SPECIFICATIONS:

1. Required:
 - a. Grade 12 qualifications or equivalent.
 - b. Proven ability to handle multiple tasks in a busy workplace environment.
 - c. Ability to accurately perform basic mathematical calculation.
 - d. Understanding of humane care and treatment of animals.
 - e. Fluent in English.
 - f. Positive nature and excellent customer service.
2. Preferred:
 - a. Experience in animal care and/or other relevant animal experience.
 - b. Ability to speak Afrikaans.

WORKING CONDITIONS:

1. Indoors in a high noise building, outdoors at shelter in various weather conditions, or on-location for various activities.
2. Equipment use:
 - a. Includes use of PC, laser printer, copy machine, fax machine, telephone, and cleaning supplies.
3. Work hours:
 - a. Work hours will vary.
 - b. Early morning, evening, and weekend hours will be required.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

1. Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches.
2. The employee must frequently lift and/or move up to 40 kg.
3. The employee must frequently bend, grip and be flexible to do so.



4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
5. Ability to work around pet dander, dust and other allergens without issue.
6. Regularly required to stand and walk.
7. Strong data entry skills and the ability to maintain accurate records in shelter databases.
8. Requires working alone or with minimal supervision - must be self-motivated.
9. Requires patience and tact when working with difficult, emotional, or angry people.
10. Must have the ability to effectively communicate; verbally and written, over the phone. and intercom, with a wide variety of both internal and external individuals, including the whole staff, a volunteer workforce, partner organizations, and private citizens.
11. Requires treating people and animals in a pleasant, courteous, and professional manner.
12. Adherence to SPCA's policies and philosophies.
13. Must be willing to receive Rabies vaccine and/or titers test upon request.
14. This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor.

Salary: Commensurate with experience.

Application: To apply, email careers@spcawindhoek.org.na with your CV and Cover Letter. Only applications that meet the application requirements will be reviewed.