



Charlottesville-Albemarle SPCA Job Description

Position: Adoptions Coordinator
Job Status: Non-exempt
Reports To: Community Programs Manager
Revised: 8/21/25

Position Summary:

The Adoptions Coordinator focuses on placing adoptable animals in caring and appropriate homes and counseling adopters on animal care needs. Responsible for implementing on-site adoption promotions, facilitating placements for animals with medical or environmental needs, and supporting the organization's pet retention efforts to keep animals in loving homes. Maintains accurate recordkeeping, provides empathetic counseling, and promotes a safe and healthy work environment.

Essential Duties / Responsibilities:

- Assist members of the public by matching potential adopters with suitable available pets.
- Facilitate pet adoptions by counseling adopters on animal care needs and processing paperwork.
- Organize and implement on-site and off-site adoption specials and events, including appointment scheduling and logistics.
- Write creative and compelling adoption summaries, in addition to taking quality photographs and video, to attract potential adopters and increase adoption rates.
- Develop and maintain a database of accurate, relevant, and objective behavior information of adoptable animals to empower staff to identify appropriate matches for potential adopters.
- Identify appropriate matches for Working and Barn Cat adoptions.
- Maintain and update adoption support materials and handouts.
- Support the organization's pet retention efforts by providing follow-up support for adopters of priority animals that may require specialized care to acclimate to a new home.
- Provide prompt and exceptional customer service and clear communication of services via all platforms (in person, email, or telephone).
- Foster a team environment by working cooperatively with all departments, staff and volunteers, and providing excellent customer service both internally and externally.
- Remain positive and mission-focused while under stress.
- Attend to others' needs and willingly assist as required.
- Other tasks and duties as assigned.

Physical Requirements & Work Environment:

- Ability to lift and transport materials weighing up to 65 pounds.
- Ability to handle animals effectively and humanely.
- Have a high level of manual dexterity.
- Must have the ability to bend, squat, kneel, reach, reach above, and turn at the waist.
- The ability to stand or sit for significant periods of time.
- Exposure to disinfectant solutions and zoonotic diseases.
- Subject to animal bites and scratches.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.
- Daily hours and days of the week may vary according to the needs of the organization. May require evening, holiday, and weekend work hours.

Required Skills / Experience:

- Associate's Degree preferred; minimum of high school diploma/GED required.
- Animal care experience preferred.
- Exceptional customer service skills and service-oriented attitude required.
- Excellent skills in effective communication and conflict resolution.
- Must be highly motivated, with strong communication skills and a professional manner.
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision.

I acknowledge that I have read, understand and am able to perform the Essential Duties/Responsibilities above:

Signature

Date

Print Name