Pawsitive Match Rescue Foundation
ADOPTIONS COORDINATOR

The Role

Location	Remote	**Reports To**	Adoptions Director
Weekly Time Commitment	10-20 hrs, variable	**Direct Report(s)**	Adoption Application Processors

The Adoption Coordinator ensures a smooth and efficient adoption process by managing applications, supporting processors, and overseeing final adoption steps such as contracts and payments. They help maintain workflow, train new processors, and provide essential support to the Adoption Director. By ensuring that there are enough processors and that the adoption applications are moving efficiently, the Adoption Coordinator helps maintain a timely and organized system. Their responsibility for training new processors are crucial to keeping the team well-equipped, and their support of the director helps ensure the process runs smoothly.

The Responsibilities

- Check emails daily and manage application assignments
- Review and decline applications as needed
- Support processors in following standardized policies
- Train new processors and maintain communication channels (email and Whatsapp group chats)
- Oversee adoptable animals, document and communicate key decisions as needed to the Director
- Maintain confidentiality of applicant and processor information

The Person

- Positive attitude and willingness to learn
- Organized, detail-oriented, and a strong communicator
- Ability to manage people and processes effectively
- Ability to work on a team and take direction from the adoption director
- Ability to make tough decisions in the best interest of our animals

Experience & Qualifications

- Excellent communication skills; ability to communicate via email and phone in a friendly, professional manner
- Previous experience as an adoption processor with Pawsitive Match for 3 months minimum
- Animal Related Skills - Basic to Intermediate Animal Handling is an asset.
- Administrative Skills - Computer Skills (Intermediate+) is an asset.
- Administrative Skills - Google Workspace is an asset.
- Screening Applications & Conducting Interviews is an asset.
- Professional Writing Skills/Experience is an asset.