



Pawsitive Match Rescue Foundation

HAPPY TAILS TEAM

The Role

Location	Remote	Reports To	Adoptions Director
Weekly Time Commitment	1-2 hrs, variable	Direct Report(s)	N/A

The Adoptions Follow-Up Team plays a crucial role in ensuring the successful transition of rescued animals into their new homes. This team checks in with adopters after adoption to see how the animal is settling in, address any concerns, and collect updates on behalf of the rescue. By fostering open communication, the team helps ensure long-term success for both the pet and their new family.

The Responsibilities

- Send follow-up emails to adopters six weeks post-adoption to check on the animal's adjustment.
- Provide guidance or referrals to internal Pawsitive Match teams if adopters have any concerns or questions.
- Collect updates, including photos and progress reports, to share with various teams within the rescue.
- Communicate any issues or concerns to the appropriate teams, such as Medical, Behavior, or Adoptions.
- Maintain records of follow-up responses for future reference.

The Person

- A community member in good standing.
- Strong written communication skills with a friendly and professional tone.



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- Attention to detail and ability to respond to emails in a timely manner.
- Ability to provide compassionate and helpful responses to adopters.
- Passion for animal welfare and ensuring happy, successful adoptions.

Experience & Qualifications

- Professional Writing and Communication Skills/Experience
- Administrative Skills - Google Workspace