



Adoption Ambassador Volunteer Position Description

Reports to: National Operations Support Team and Adoption Specialist(s)

Organizational Impact:

Help Best Friends move closer to No-Kill 2025 by increasing the number of animals connecting to loving homes of their own through adoption. Adoption Ambassadors will assist in all aspects of animal adoptions, from completing adoption paperwork to following up to see how the pet is settling in.

Position Function/Goals/Deadlines:

- Complete adoption paperwork remotely
- Conduct adoption follow-ups via email
- Facilitate a warm and inviting atmosphere for foster caregivers and potential adopters, using polite, friendly, and personalized language
- Provide information about adoptable pets, best practices, and suggested pet care skills

Time Commitment and Location of Work:

- Flexible schedule, minimum of 2 hours/week
- Minimum 3-month commitment
- Work can be done anywhere with a computer and internet connection

Core Responsibilities:

- Review animal medical records and ensure animals are ready for adoption
- Send emails to adopters with information about their animals as instructed by staff
- Process adoption paperwork as instructed by staff
- Conduct adoption follow-ups via email or phone
- Elevate concerns to program staff as needed for resolution
- Track and record your volunteer hours in the online volunteer database

Qualifications/Requirements:

- Access to use of a computer (PC or Mac) with antivirus software and an internet connection
- Completion of a series of online trainings
- Demonstrate personal accountability and attention to detail
- Strong communication skills and ability to maintain and follow directions
- Computer literate— comfortable learning and using online information systems
- Enjoy engaging with Best Friends foster caregivers, staff, and other supporters
- Sign Non-Disclosure Agreement
- Follow Best Friends foster program protocols; failure to do so may result in dismissal from the program
- Work at a computer with repetitive typing, arm and hand motion
- Commitment to the philosophy of Best Friends' practices and policies
- Maintain confidentiality regarding patient status, treatment, client information, or other sensitive clinic operations.

Created: 1/6/2021 by Carrie Smith

Revised: 12/23/2021 by Jess Roper

Revised: 1/26/2022 by Christine Colvin