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POSITION DESCRIPTION MATCHMAKER

JOB SUMMARY

The Fredericksburg SPCA's Animal Resource Center (ARC) hosts more than one hundred animals at any given time, and the Matchmaker is charged with learning each pet's characteristics and demeanor. After conversing with interested adopters, the Matchmaker recommends the pet that best meets the family's preferences. An enthusiastic "people person" who takes pride in hosting a positive experience would suit the role well. There is a heavy emphasis on customer service and accountability. The Matchmaker reports to the Director of Community Programs.

RESPONSIBILITIES

- Safely handle, play with, observe, and showcase pets available for adoption
- Communicate in a friendly and professional manner with all visitors
- Educate visitors on SPCA mission, position statements, and programs as appropriate
- Engage in "discovery" conversations
- Process a thoroughly documented and legally sound animal adoption and/or foster placement by carefully adhering to SPCA standard operating procedures
- Protect confidential documents by filing immediately in SPCA-only spaces
- Process boutique sales, adoption fees, and donations via PetPoint - cash, debit, and credit
- Adapt to competing priorities in a fast-paced environment
- Work independently and as a team with other Matchmakers, SPCA staff, and volunteers
- Perform other duties as requested by supervisory staff

REQUIREMENTS

- Minimum 1 year in a customer service role
- Must uphold the values of the SPCA, most notably respect, compassion, and kindness
- Ability to adapt and a willingness to learn
- Experience in an animal rescue and/or shelter environment preferred
- Knowledge of basic veterinary medical concepts preferred

WORKING CONDITIONS

- Indoors in a high noise, air-conditioned/heated building
- Outdoors, exposed to weather conditions on ARC grounds
- Use of ARC computers, printers, copiers, fax machines, telephones, and two-way radios

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS

- Regular exposure to cleaning chemicals, fumes, dust, animal feces, bites, scratches
- May be exposed to:
 - Deceased, fractious, or aggressive animals
 - Hostile, irate persons
 - Zoonotic or other diseases
 - Unpleasant noises, odors, sights
- Must be able to:
 - Work with cats, dogs, and small animals
 - Lift and/or move up to 50 pounds unassisted regularly, and 50+ pounds with assistance
 - Frequently bend, squat, reach, lift, carry, stoop, and grip
 - Work around pet dander, dust and other allergens without issue
 - Stand and walk during entire shift
 - Work around children and with the public
- Interactions with and handling of pets
- Strong data entry skills and the ability to maintain accurate records
- Working alone or with minimal supervision; must be self-motivated
- Patience and tact when working with difficult, emotional, or angry people

DRESS CODE

Full-set scrubs are required - which means scrub tops and scrub bottoms - with closed-toe shoes or jeans and an SPCA logo t-shirt.

COMPENSATION & BENEFITS

- This is a part-time, hourly, non-exempt position with opportunity for career advancement if desired, and annual performance-based promotions.
- After a 90-day probationary period, the employee will become eligible for paid time off, paid birthday leave, low- or no-cost adoptions, and discounted shopping in the SPCA's boutique. Other benefits are detailed in the Employee Handbook.

TERMS OF EMPLOYMENT

In accepting this offer of employment, you certify your understanding that your employment will be on an at-will basis, and that neither you nor any Fredericksburg Regional SPCA (henceforth SPCA) representative have entered into a contract regarding the terms or duration of your employment. As an at-will employee, you will be free to terminate your employment with the SPCA at any time, with or without cause or advanced notice. Likewise, the SPCA will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advanced notice. At the termination of employment, any relevant SPCA documents, software, data, or information must be turned over to the SPCA. Upon termination of employment you agree to make no disparaging or negative comments about the Fredericksburg Regional SPCA or its employees and officers and comply with the Fredericksburg SPCA's non-disclosure agreement as outlined in the employee handbook.