Adoption Ambassador Manager – Volunteer Position

Summary of Duties
To find, train and support Adoption Ambassadors for the duration of their foster experience in order to get more shelter animals adopted; and to act as liaison between Adoption Ambassadors and staff

Primary Responsibilities

1. Recruit Adoption Ambassadors

Tap existing foster parents
Advertise for Adoption Ambassadors online and via outreach in the community

2. Train and Equip Ambassadors

Provide one-on-one and/or group training
Distribute and collect Adoption Ambassadors agreements/contracts
Assign a foster animal or assist Ambassadors in choosing one
Provide resources to Ambassadors (leash/collar, food, bowls, bed, Adopt Me vest, business cards, etc.)

3. Communicate with Ambassadors on a regular basis and as needed (including outside business hours)

Initiate weekly phone call or email to Ambassadors to check in on each animal; make sure they know
Coordinator is the shelter’s point of contact and they should not be contacting anyone else on staff about their animal
Make sure Ambassadors know to contact Coordinator immediately for an emergency (bite, lost animal and any health or behavior concerns)

4. Communicate with shelter staff

Share information about the Adoption Ambassadors program with staff
Invite staff to participate in the program
Keep shelter staff apprised of the status of animals in the program
Adoption Ambassadors
Coordinator Job Description
Pet Allies
Adoption Ambassador Job Description

5. Help Ambassadors optimize adoption possibilities

Make sure Ambassadors have a good photo/bio of their animals and assist them if necessary
Share good marketing/social media tips with Ambassadors
Post all animals in the program on agency website and social media channels
Frequently notify Ambassadors about upcoming adoption events where they can bring animals
Provide Ambassadors with additional information to help them succeed: tips on potty training, crate training, loose-leash walking, litter box use, etc.
If Ambassadors go on vacation or are no longer able to care for their animal, assist them in finding an alternative Ambassador or other care

6. Maintain database of all animals in the program

Include details about the animal (age, gender, breed and medical info)(can be done in Pet Point on line software)
Include contact information for Ambassadors

7. Assist with adoption paperwork and follow-up

Answer any questions Ambassadors have about completing adoption paperwork
Make sure adopted animals are entered into the agency’s computer system
Make sure Ambassadors return all supplies to the agency if they are not taking another animal
Celebrate every adoption! Send a thank-you note or email to Ambassadors for helping save a life and shout out the success on social media, with staff and volunteers, etc.