



## JOB DESCRIPTION

### **Pet Store Adoption Coordinator**

**Supervised by:** Director Of Operations

**Staff:** Full Time, Non-Exempt

**Organization:** Friends for Animals of Metro Detroit (FAMD)

**Multiple Locations:** FAMD, PetSmarts - Taylor and Woodhaven, Other locations as needed

**Schedule:** Flexible; includes evenings and weekends based on needs and adoption events confirmed.

#### **Position Summary:**

Friends for Animals of Metro Detroit (FAMD) is seeking a dedicated **Pet Store Adoption Coordinator** to strengthen and expand adoption outcomes and events at our partnering PetSmart locations and other stores as needed. This role is designed to create a consistent, welcoming, and high-impact adoption experience by improving coordination with store leadership, supporting adopters, and strategically deploying trained FAMD volunteers.

The Pet Store Adoption Coordinator will serve as the primary liaison between FAMD and pet store staff, ensuring reliable in-store coverage, smooth communication, and optimal placement of animals. By aligning staffing schedules with peak foot traffic and organizing regular adoption events, the Coordinator will play a critical role in increasing both cat and dog adoptions while reducing the length of stay for animals in FAMD's care.

#### **Key Responsibilities:**

##### **In-Store Adoption Coordination**

- Work directly with pet store managers and training teams to streamline communication and daily adoption operations.
- Schedule on-site Coordinator coverage during high-impact days and times (including key weekday evenings and weekends) based on adoption and foot-traffic data.
- Support adopters throughout the adoption process to ensure a positive, informed, and welcoming experience.

## **Volunteer Leadership & Scheduling**

- Recruit, train, schedule, and supervise a team of volunteers to provide consistent in-store coverage when the Coordinator is not present, as well as participate in adoption events to help facilitate more adoptions.
- Ensure volunteers are prepared to assist with adopter counseling, animal turnover, and maintaining a full roster of adoption-ready animals.
- Coordinate and execute special adoption events to showcase dogs that cannot be housed long-term at pet store locations to garner more exposure and increase dog adoptions.

## **Adoption Events & Outreach**

- Organize and manage twice-monthly dog adoption events at pet store locations.
- Increase community visibility and engagement by promoting adoptable dogs in a consistent, high-traffic retail environment.
- Support FAMD's strategic goal of reducing barriers to dog adoption and increasing placement rates for canines.

## **Data & Program Growth**

- Track adoption outcomes, volunteer coverage, and event success to inform scheduling and program improvements.
- Contribute to measurable increases in in-store adoptions and overall organizational sustainability.
- Support future program expansion to additional pet store locations as capacity grows.

## **Qualifications:**

- Experience in animal welfare, adoption coordination, volunteer management, or community outreach.
- Strong interpersonal and organizational skills; comfortable working with the public, volunteers, and retail partners.
- Experience in animal care and animal handling.
- Knowledge and efficiency in Microsoft Suite and Google programs, email, and Meta social media platforms.
- Ability and curiosity to learn more about proper animal medical protocols and regulations governing the operation of the shelter.

- Ability to work flexible hours, including evenings and weekends.
- Passion for animal welfare and commitment to increasing adoption outcomes.

**License or Certificates:**

- Valid driver's license

**Physical Demands:**

The work is performed inside and outside pet store locations, offices and shelter surroundings. Typical positions require workers to walk or stand for long periods; lift and carry up to 50 pounds; climb stairs, bend, reach, hold, grasp and turn objects; and use fingers to operate computer or typewriter keyboards. The work requires the ability to speak normally and to use normal or aided vision and hearing.

**Unusual Demands:**

- Work is subject to frequent interruptions.
- Employee is subject to work weekends, holidays and beyond normal scheduled hours.
- Employee is subject to work outside in a variety of weather conditions.

I, \_\_\_\_\_, *have read and understand the job description listed.*  
*Print Name*

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*