**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

**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)
* 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.