

## MATCHMAKER JOB DESCRIPTION

- I. Provide guidance to clients in selecting the right dog for their home.**
  - A. Stay up to date on relevant behavioral and health information on all TLAC dogs .
  - B. Update compatibility scores for all dogs when new information is available and ensure that all dogs have proper information on their kennels.
  - C. Ensure that every client has a welcoming and guided experience. Active customer service throughout the entire 8 hour shift is a daily expectation.
  - D. Communicate within the MM department and with other departments to ensure efficiency in assisting clients.
- II. Ensure safe and productive interactions when introducing TLAC dogs to clients.**
  - A. Each matchmaker is responsible for ensuring that they are aware of all applicable and available behavioral and health information that may affect their interactions when meeting new clients. This should be the case before the dog is taken out of their kennel.
  - B. Use discretion to determine the best location and manner in which to present each dog to each client.
  - C. Ensure that internal conversations about behavioral and other notes do not happen in front of clients.
- III. Represent and promote program to outside organizations and donors.**
  - A. Prepare materials and talking points for meetings with outside orgs and donors.
  - B. Coordinate with other APA departments and APA leadership to provide ideal experience for visiting organizations and donors.
  - C. Foster and maintain relationships with key figures in other organizations and with donors.
- IV. Recruit and manage Matchmaker volunteers.**
  - A. Develop and maintain positive working relationships with MM volunteers.
  - B. Train new MM volunteers.
- V. Develop, implement, and maintain MM initiatives to increase number of adoptions of adult large breed dogs.**
  - A. Gather and compile data from entrance survey, exit survey and post-adoption survey. Create reports (talking points, charts and surveys) for presentation to other APA departments, APA leadership and outside organizations.