

**Position Title:** Receiving Clerk  
**Department:** Animal Shelter  
**Reports to:** Shelter Manager  
**Classification:** Part-Time

**Summary:**

The Receiving Clerk is responsible for assisting with animal intake and receiving procedures at the Greenwood County Animal Shelter (Humane Society of Greenwood) Receiving Center which includes entering animal and customer data into the PetPoint Management system, counseling owners on alternatives to surrendering their pets, assisting with financial data and reporting, processing monetary transactions, keeping precise records and providing courteous and professional customer service both personally and via telephone, and maintaining a daily animal count (census) as well as donation records.

**Essential Duties and Functions:**

*People Care*

- Provide professional service to customers, visitors and volunteers while promoting and educating the public on the organization's mission, services, programs and activities.
- Assist pet owners with possible alternatives to surrendering their pets to the animal shelter.
- Answer telephone calls with courtesy and return messages promptly, providing accurate and detailed information.
- Direct visitors and customers to the appropriate areas of the facility
- Provide compassion and memorial options to customers who request euthanasia of their beloved pets.
- Provide information and education via return email to inquiries concerning shelter and animal policies.
- Model and encourage the humane treatment of animals.
- Accept and acknowledge the receipt of donations and gifts from members of the public and other organizations.
- Work cooperatively with other shelters, rescue groups and members of their organizations.
- Represent the organization in a positive manner by maintaining a professional appearance.

### *Record Keeping*

- Complete accurate and expedient data entry for all animal intakes and outcomes and provide the Receiving staff with all required documentation.
- Maintain neat and organized files related to animal information and outcomes.
- Update animal profiles and memos routinely and accurately to provide the best possible information for Receiving staff.

### *Financial Responsibility*

- Responsible for assisting with incoming financial transactions.
- Responsible for assisting with daily closing and balancing of cash drawer.
- Responsible for documentation and review of all financial transactions in the absence of the Office Manager.

### *Facility Care*

- Ensure that the Receiving Office, work stations and equipment are kept clean, organized, and in working order.
- Restock supplies as needed
- Accept responsibility for overall facility care by removing trash and debris throughout the facility as noticed.
- Adhere to organizational guidelines and policies for cleaning, disinfection and disease control.

### *Animal Care*

- Adhere to organizational policies regarding animal care
- Report all health and behavior concerns to the Shelter Manager or proper personnel.

### *Volunteers*

- Work cooperatively and professionally with all volunteers and recognize and acknowledge their work and contributions to the organization.

### *Safety*

- Follow all organizational safety guidelines, including exhibiting proper animal handling techniques and wearing appropriate safety gear and PPE.

### **Physical Requirements and Work Environment**

- Work is performed in a kennel/shelter setting
- Frequent bending, reaching, kneeling, walking, and sitting at a computer workstation up to eight hours.

- Exposure to zoonotic diseases.
- Subject to possibility for animal bites and scratches.
- Occasional lifting of up to 50 pounds may be required.

**Qualifications:**

- High School Diploma or equivalent
- Excellent Customer Service Skills
- Available to work flexible scheduling if required

**Knowledge, Skills and Abilities:**

- Commitment to the mission, values, goals and successes of The Humane Society of Greenwood
- Highly motivated, outgoing, polite and professional manner
- Team player, able to work in a fast paced, multi-tasking environment.
- Compassion for animals, comfortable working with and around animals in the shelter environment and willing to accommodate animals in the workplace.
- Knowledge of animal breeds and behavior is helpful.
- Strong computer skills in a Microsoft Windows environment is preferred.
- Ability to communicate effectively, strong interpersonal skills and adaptability.