

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

Summary:

Responsible for assisting with animal intake and receiving procedures.

Essential Duties and Functions:

- Front office receptionist
- Data Entry
- Counseling pet owners
- Answer phones
- Maintain financial data and reporting, process monetary transactions
- Maintain and manage files
- Conduct daily census of animals housed
- Manage Lost/Found pet system working to reunite pets with their families

People Care

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

Record Keeping

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

Financial Responsibility

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

Facility Care

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

Animal Care

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

Volunteers

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

Safety

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

Physical Requirements and Work Environment

- a. Work is performed in a kennel/shelter setting

- b. Frequent bending, reaching, kneeling, walking, and sitting at a computer workstation up to eight hours.
- c. Exposure to zoonotic diseases.
- d. Subject to possibility for animal bites and scratches.
- e. Occasional lifting of up to 50 pounds may be required.

Qualifications:

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

Knowledge, Skills and Abilities:

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

This job description reflects the assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This job description does not establish a contract for employment. The Humane Society of Greenwood is an at-will employer.