

Position Title: Customer Care Rep

Department: Customer Care

Reports to: Customer Care Manager

Classification: Full-Time

Summary: Responsible for processing animal intake, reclaims, adoptions, and other customer-related services.

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

Customer 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 clients with animal adoption process; facilitates client/animal to interactions to insure a safe and pleasant experience.
- c. Assist pet owners with possible alternatives to surrendering their pets to the animal shelter.
- d. Answer telephone calls with courtesy and return messages promptly, providing accurate and detailed information.
- e. Direct visitors and customers to the appropriate areas of the facility
- f. Provide compassion and memorial options to customers who request euthanasia of their beloved pets.
- g. Provide information and education via return email to inquiries concerning shelter and animal policies.
- h. Model and encourage the humane treatment of animals.
- i. Accept and acknowledge the receipt of donations and gifts from members of the public and other organizations.
- j. Work cooperatively with all volunteers, recognizing the talent and commitment they bring to the society
- k. 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.

Animal Care

- a. Immediately recognize and report health or behavior abnormalities to supervisor
- b. Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment
- c. Assist with animal evaluation and treatment
- d. Responsible for knowing which pets are available for adoption and knowing the personalities and temperaments of these pets

Facility Care

- a. Ensure that the Front Lobby, 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. Maintain equipment in working condition, report equipment or supply needs to supervisor
- e. Maintain work and general areas in an organized manner
- f. Adhere to organizational guidelines and policies for cleaning, disinfection and disease control.

Safety

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

Additional Duties:

- a. Assist with tours, lectures, public education programs, fundraising activities and special events as needed
- b. Answer all public telephones in a professional manner, routes inquiries to the proper person/department and initiates written messages for follow up

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
- f. Frequent interactions with emotionally charged members of the public

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 success of the Humane Society of Greenwood
- b. Highly motivated, outgoing, polite, and professional manner
- c. Team player, able to work in a fast-paced environment and multi-task
- d. Compassion for animals, comfortable working in the shelter environment and willing to accommodate animals in the work place
- e. Knowledge of animals breeds and behavior helpful
- f. Computer skills in a windows environment
- g. Have basic working knowledge of intake, receiving and adoption outcome procedures
- h. Ability to read and comprehend instructions, short correspondence, and memos
- i. Ability to write reports and correspondence
- j. Ability to present information one on one and small group situations to customers, clients, and other employees of the organization
- k. 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.