

**Position Title:** Customer Caretaker  
**Reports To:** Operations Manager  
**Classification:** Full-Time



## Summary

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

## Essential Duties and Functions

- a. Front lobby receptionist
- b. Data Entry
- c. Counseling pet owners
- d. Maintain financial data and reporting, process monetary transactions

## *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 interactions to ensure 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. 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 all volunteers, recognizing the talent and commitment they bring to the society
- 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
- 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.

### *Facility Care*

- a. Maintain work and general areas in an organized manner
- 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 Financial Administrator
- e. 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.

### **Qualifications**

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

### *Language Skills*

- a. Ability to read, analyze and interpret general various reports, publications, correspondence
- b. Ability to write reports, business correspondence, and simple PR materials, using correct spelling, grammar, and punctuation

### *Computer Skills*

- a. Should have knowledge and aptitude to learn and use computers, including but not limited to, shelter management recordkeeping and database software
- b. Computer skills in a Windows and Google platform environments

### **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 workplace
- e. Knowledge of animals breeds and behavior helpful
- f. Ability to read and comprehend instructions, short correspondence, and memos

- g. Ability to communicate effectively, strong interpersonal skills and adaptability

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

- a. Ability to handle emotional stress related to assisting with unwanted, aged, or injured animals.
- b. Working knowledge of animal care and handling techniques.
- c. While performing the duties of this job, the employee is frequently required to meet with foster parents.
- d. Some work is performed in a kennel/shelter setting and outdoors.
- e. Frequent bending, reaching, kneeling, walking, and standing on feet while performing job functions.
- f. Exposure to various weather conditions when working outdoors.
- g. Subject to animal bites and scratches when handling animals of questionable temperament.
- h. Occasional lifting of up to 50 pounds.
- i. Consistently exposed to animals and animal allergens under conditions with limited alterations available.

**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.**