



JOB DESCRIPTION: CUSTOMER SERVICE REPRESENTATIVE & ADOPTION ASSISTANT

Reports to: Office & Volunteer Outreach Coordinator and Adoption Coordinator

Collaborates with Office & Volunteer Outreach Coordinator, Adoption Coordinator, Social Media & Marketing Specialist

Time Commitment: This is a part-time position requiring between 25-30 hours per week. Schedule is tentatively Tuesday-Saturday. Additional weekend days, evenings and holidays may be required.

POSITION SUMMARY

The Customer Service Representative & Adoption Assistant maintains the duties of front desk. These functions include greeting guests, answering phones, checking messages, cleaning front lobby and serving as a dynamic liaison between the community and shelter staff.

PRIMARY JOB RESPONSIBILITIES

- Maintaining a positive, empathetic, and professional attitude at all times.
- Welcome the community and assisting with their needs.
- Answer all incoming calls and taking proper action as trained.
- Maintain office supplies and order when necessary.
- Maintain office equipment and schedule maintenance as needed.
- Knowledge of the organization to communicate and coordinate with colleagues, as necessary.
- Understanding of the donation process and proper procedures.
- Keep accurate records of customer interactions.
- Keep a clean and organized lobby and workstation.
- Work in tandem with Adoption Coordinator by preparing adoption packets.
- Assist in 1 on 1 meetings with potential adopters.
- Process adoptions as requested.
- Help at adoption events as requested.
- Perform data entry and assisting with maintaining *Animals First*.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Customer Service Representative & Adoption Assistant works under the direct supervision of the Office & Volunteer Outreach Coordinator and Adoption Coordinator who will indicate general assignments, limitations, and priorities. The Executive Director will provide specific instructions regarding policies & procedures, which cannot be changed without approval of ED. The CSRAA has full creative control in areas outside of policies & procedures to best fulfill the position independently.

SKILLS AND KNOWLEDGE

- Knowledge of procedures outlined in the employee manual as well as those that are implied (reasonable expectations).
- Apply knowledge and skills in controlling/handling individual animal temperament.
- Ability to gain animal confidence when restraining them for transport.
- Ability to manage multiple projects and tasks.
- Ability to pay close attention to detail.
- Ability to work in an environment that is constantly changing with high pressure results
- Ability to meet frequent deadlines.
- Ability to use Microsoft Word and Excel.
- Ability to work closely with others.
- Ability to be creative and maintain routine paperwork and record keeping.
- Strong communication and motivation skills. Has the ability to effectively solve problems dealing with team conflict. Has the ability to direct, guide and assist a group of individuals.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments. Understand and carry out oral and written direction.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to use cleaning materials and equipment with skill and efficiency.
- Ability to perform moderately heavy physical labor.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AMOUNT OF TIME SPENT ON TASK

TASK	LESS THAN 1/3	1/3 TO 2/3	MORE THAN 2/3
Stand		X	
Walk	X		
Sit		X	
Use hands to finger			X
Climb or balance	X		
Stoop, kneel, crouch or crawl	X		
Talk or hear			X

Taste or smell		X	
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The job requires the following lifting requirements and/or exerted force be performed on the job.

AMOUNT OF TIME SPENT ON LIFTING

TASK	LESS THAN 1/3	1/3 TO 2/3	MORE THAN 2/3
Up to 10 pounds		X	
Up to 25 pounds	X		
Up to 50 pounds	X (with assistance)		

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive animals; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

May be required to drive shelter transport vehicle.

Office space is tight and may be required to house a shelter pet.

Work is normally performed inside; some outside work is required.

Follow federal and state animal health laws and regulations including OSHA and DEA.

Skills and Qualifications

High School Diploma or GED

Ability to communicate effectively with diverse population

Exceptional organizational skills

Public speaking

Preferred Qualifications

Associate of Applied Science in business and related field or 2+ years working in customer service

Exceptional verbal, written, and visual communication skills