



**Job Title:** Animal and Customer Care Representative - SLO  
**Department:** Shelter Operations  
**FSLA Status:** Non-Exempt  
**Benefit Status:** Part-Time  
**Supervisor:** Customer Service Manager  
**Effective Date:** 2020

**VISION:** The Woods Humane Society team provides all patrons with top-notch customer service, all animals with the best possible care our resources permit; approaches each and every animal and person with compassion and understanding; performs daily in an effective and efficient manner and fosters a pleasurable work environment rich in practical learning and team work.

**PURPOSE OF POSITION:** The Animal and Customer Care Representative is responsible for maintaining the cleanliness of the shelter and a safe and disease-free environment for all animals; provide exceptional customer service to all potential adopters; assess and communicate animal behavior and provide basic medical care when needed.

#### **QUALIFICATIONS:**

- At least one-year previous customer service experience
- High school diploma or equivalent
- Valid California driver's license
- Excellent telecommunication and interpersonal skills
- Exhibit professional representation of the organization
- Ensure policies and procedures are adhered to
- Ability to work in a fast-paced environment, maintaining energy and enthusiasm through repetitive tasks
- Contribute to a positive atmosphere and working environment at WHS

#### **KNOWLEDGE AND SKILLS:**

- Ability to demonstrate the mission and vision of the organization on and off the job
- Organize, prioritize and manage multiple tasks in an often demanding working environment
- Detail-oriented and resourceful
- Must have effective verbal and written communication skills
- Ability to keep information confidential
- Discern placement of animal files accurately and file in numerical order
- Basic knowledge of animal welfare
- Unbiased and non-judgmental interactions with the public

#### **SCHEDULE (subject to change):**

Depending on season and existing staffing needs, may work between 10 and 29 hours per week. Customer Service staff must be willing to work on weekends. Schedules vary depending on availability of hours and organizational need.

## **WORKING ENVIRONMENT:**

- Continuous exposure to infectious organisms, animal waste, allergens, chemical materials requiring OSHA Material Safety Data sheets, high noise, potentially dangerous persons and/or fractious animals, including the risk of animal bites and scratches

## **PHYSICAL REQUIREMENTS:**

- Regularly required to use hands, fingers, voice and hearing
- Frequently required to stand, walk, sit, reach with hands and arms, stoop, kneel or crouch
- Ability to lift and carry 50 pounds for fifty feet

## **PRIMARY RESPONSIBILITIES:**

### Animal Care

- Perform the daily cleaning routines of the animal living quarters in accordance with WHS policies and procedures in an efficient and effective manner
- Assure animals are cared for regarding food, water and living conditions
- Monitor the health of animals and properly notify Management staff of any possible health problems.
- Enter medical concerns into the organization's database
- Direct questions and concerns from patrons regarding medical issues to veterinary staff or veterinarian
- Assist with animal restraint for basic medical care, which may include microchipping, vaccinating, parasite treatments and sedation for medical care or euthanasia.

### Customer Relations

- Greet all patrons entering the shelter in a professional and courteous manner
- Ensure that the general public, in person, via telephone and e-mail is assisted in a helpful, professional, and timely manner, providing a high level of personalized customer service
- Assist in answering phone calls or responding to voicemails throughout the day ensuring all messages are responded to by each business day's end
- Provide specific information to potential adopters regarding temperament, behavior, age and breed type characteristics of adoptable animals
- Facilitate meetings between potential adopters and the animals with which they have interest
- Accurately field questions regarding the organization's services and programs
- Protect confidential information
- Explain WHS policy and procedure regarding intakes and ensure understanding
- Greet intake appointments, provide starting paperwork and notify Intake team.
- Distribute medical, behavioral or personal messages accordingly.
- Assist customers with completing Intake and Adoption forms.
- Process adoptions through agency database
- Process donations according to established policies
- Process point of sale transactions

### Adoptions / Returns

- Review adoption applications completion and approval, seek final approval through Supervisor or Manager if needed.

- Once the adoption is approved, perform the adoption process ensuring that all information is up to date and records are accurate
- Print certificates, adoption contracts and medical history from database.
- Explain basic vaccinations and medical treatments to patrons
- Perform post adoption follow up calls
- Process returns of adopted animals when necessary, ensuring positive customer experience and providing alternative options for the adopter

**OTHER DUTIES:**

- Attend all quarterly staff meetings
- Attend all Department meetings
- Carry out other duties as assigned

This job description explains and outlines qualifications and requirements specific to this position. The job description may evolve over time including additions, deletions or further revisions as necessary. Your employment as an **Animal and Customer Care Representative** or in any other position at Woods Humane Society is at-will and is for no set term; either you or Woods Humane Society may terminate the employment relationship at any time. By signing below, you indicate that you have a clear understanding of what is required, that you possess the necessary skills, certification(s), license(s) and /or /permit(s), that you have a commitment to follow through with the duties as outlined and that you are willing to accept changes to the job description as it evolves.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_