

## **Job Title: Customer Service Associate**

### **Company Overview**

We are a non-profit Animal Shelter located in Menominee, Michigan. We take in stray and surrendered dogs and cats from several counties, averaging 1,000 animals per year. Our priority is to reunite the strays with their owner and adopt the unclaimed or surrendered pets into loving forever homes.

### **Job Summary:**

The Customer Service Associate is responsible for providing high-quality customer service in person, on the phone, through emails and social media. As the first person our clients meet when they call or walk in the door, this position requires professionalism, a positive attitude, and enthusiasm for working with the general public. The ideal candidate is a team player who thrives in a fast-paced environment. The Customer Service Associate assists the public during animal shelter intakes and adoptions, and therefore must be able to maintain a calm environment for people and animals, and be able to deescalate and diffuse tense or emotional situations. The ideal candidate will demonstrate a friendly and professional manner while interacting with community members, co-workers, and volunteers on a daily basis.

A love of animals, honesty, ability to accept work direction, native intelligence, kindness and consideration to our animals and fellow employees and supervisors, punctuality, reliability and dedication to the welfare and wellbeing of our animals are the qualities we look for and expect.

### **Essential Duties/Responsibilities:**

- Performs receptionist duties to include greeting and assisting customers, answering, and returning phone calls, monitoring shelter email and fax, relaying messages to the appropriate parties, scheduling appointments, and responding to general inquiries.
- Monitor and respond to Shelter website and social media sites
- Input data into the shelter computerized record systems for purposes of maintaining files and records pertaining to intake, adoptions, medical records and lost/found animals
- Collect client fees, make change, process credit card transactions, assist in making count of cash drawer and run end of day transactions and reporting.
- Complete intake/outcome paperwork, adoption inquiries, complete adoption paperwork, processing and facilitation as needed; Ensure adoption paperwork and packets are proactively prepared and readily available for use.
- Perform general office duties such as processing mail, scanning documents, assisting with public relations communications, cleaning/organizing the shelter lobby and desk area, and office inventory.
- Provide excellent customer service to all clients
- Assist in taking photos of stray animals for documentation and owner location
- Accept, sort, and distribute donations throughout the shelter.

### **Other Duties:**

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time.

### **Skills & Experience:**

- Must be at least 18 years old to apply
- Education: High school diploma or GED equivalent is required
- Minimum one year of work experience in a customer service, receptionist, animal shelter, or veterinary setting
- Multitasking, flexibility and stress management skills are essential for this position
- Ability to serve the general public with empathy and enthusiasm
- Ability to communicate effectively with the public and a variety of audiences using a non-judgmental approach
- Ability to remain focused when working in close proximity to other staff members.
- Ability to work with a flexible schedule, including Saturday
- Must be able to master shelter/clinic software for maintaining shelter animal records
- Attention to detail, organization, and ability to record data accurately
- Punctual and dependable with a professional, neat appearance
- General animal knowledge and enthusiasm for learning
- Share a passion for service to animals, people, and our community
- Professional experience working with animals is a plus
- Ability to work independently and in a team setting
- Experience with computers, data entry, and social media
- Experience with dogs and cats (comfortable with all breeds and sizes)
- Good people skills and a strong love for animals are essential.

### **Working Conditions & Requirements:**

- Work is performed in a shelter setting
- Consistent exposure to animals and animal allergens under conditions with limited alternatives available
- May at times interact with clients in highly emotional situations
- Regular sitting or standing at a computer workstation 6-8 hours per day
- Must be comfortable working with dogs and cats of all sizes

### **Position Details:**

- Position is 3 days per week, 8 hours per day
- This job **requires** rotating Saturday availability
- Starting wage between \$10 - \$12 per hour depending on experience