

Capital Area  
**Humane Society**  
adopt 🐾 adore 🐾 advocate

<b>Job Title:</b>	<b>Customer Service Associate—Admissions Counselor</b>
Department:	Shelter Operations
Classification:	Full time and Part time, hourly, non-exempt, non-seasonal
Job Relationships:	Supervised by Customer Care Manager, supervises assigned volunteers
Position Summary:	Serves as customer service representative for clients surrendering their pets and Good Samaritans delivering stray animals. Works closely with the several other departments including vet services, animal care, cruelty investigations, and adoptions.

**Duties and Responsibilities:**

1. Serves as the primary customer service provider for Humane Society clients prior to, during, and immediately following the animal admissions process. Responsible for delivering and ensuring a positive first impression for the customer.
2. Provides counseling and support for customers including educating the client on organizational policies and procedures including adoption/placement and euthanasia.
3. Educates and informs clients about available options and programs including spay/neuter programs, veterinary services, behavioral and training assistance, and stray impoundment facilities for dogs, etc.
4. Cross-trained and works closely with other customer service departments including adoptions.
5. Conducts physical assessments of incoming animals and notifies medical department of animals that need veterinary attention. Works closely with the vet services team to provide vaccinations and other necessary services upon intake.
6. Accurately records data in shelter management software (PetPoint) for all intake operations, answer phones, and handle a variety of office-related tasks at once.
7. Develops and maintains cooperative, working relationships with other animal welfare agencies and supports animal transfer program.
8. Assists the Customer Care Manager in supervising volunteers in order to maintain a clean, safe work environment and the humane treatment of animals.
9. Provides assistance to members of the public looking for their lost animals by guiding them through holding areas and educating them on successful approaches to finding lost pets.
10. Performs or assists with euthanasia as necessary.
11. Performs other duties and special projects as assigned by the Customer Care Manager.

12. Actively promotes the Society's mission, services, programs and events.
13. Actively supports staff and volunteers and promotes the development of skills related to the advancement of our goals and mission. Represents the Humane Society in a professional and courteous manner at all times.

Qualifications:

High school diploma or equivalent; demonstrated experience in customer service and working with potentially difficult customers. Experience in safe animal handling and breed identification preferred. Must possess a valid Ohio Driver's License and insurable driving record. No allergies to animals.

Knowledge and Skills:

Excellent communication and customer service skills. Detail-oriented and able to make decisions regarding the welfare of animals. Exercises good judgment when dealing with the public and staff, able to exercise good judgment when dealing with confidential information. Committed to maintaining the integrity of the Humane Society's adoption program and the mission of the Capital Area Humane Society.

Working Conditions:

Work is preformed in a normal shelter setting. Subject to animal bites and scratches while handling animals of questionable temperament. Occasional lifting of up to 50 pounds with reasonable accommodation. Working for 8-10 hours per day at a computer workstation, answering phones, and working with clients and their animals.