

Job Title: Customer Care Associate

Department: Customer Care

Reports To: Customer Care Manager

Classification: Full time and Part time, hourly, non-exempt, non-seasonal (evenings and weekends required)

SUMMARY

Responsible for ensuring an exceptional customer experience for clients visiting the Humane Society in Admissions or Adoptions areas. Counsels the public in selecting pets, processes adoption applications, and explains Humane Society adoption policies, requirements, and procedures. Serves as a sales associate in the retail store. Serves as the customer service representative for clients admitting animals to the Humane Society as well as providing lost pet assistance to members of the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as the primary customer service provider for Humane Society clients, during and following adoption.
 - Provides counseling and support for new and recent adopters.
 - Provides general information about the behavior and care of animals available for adoption.
 - Educates existing and potential adopters regarding common veterinary practices and procedures.
 - Conducts follow-up calls, providing support and counseling following adoption for Humane Society clients.
 - Assists clients picking up adopted animals following surgery, answering questions and providing post-operative instruction.
 - Serves as a sales associate for the Humane Society's retail store including assisting clients with selecting retail products and completing financial transactions.
- Serves as primary customer care provider for Humane Society clients in the Admissions area.
 - Provides counseling and support for customers including educating the clients on organizational policies and procedures including adoption/placement options and euthanasia.
 - Educates and informs clients about available options and programs including spay/neuter programs, veterinary services, behavioral and training assistance.

- Conducts physical assessments of incoming animals and notifies Veterinary Services Department of animals that need veterinary attention. Provides vaccinations upon admission for animals.
- Assists the Customer Care Manager in supervising volunteer staff in order to provide high quality service and support for clients, other paid and volunteer staff and other animal welfare agencies.
- Assists with cleaning and maintenance of the lobby, adoption area and other public areas of the facility.
- Promotes communication and cooperation between Society departments. Provides staff and volunteers with guidance and promotes professional development.
 - Works closely with the Veterinary Services Department to ensure accurate communication of information regarding an animal's health and behavior to potential adopters.
- Participates on committees as assigned by the Customer Care Manager.
- Performs or assist with euthanasia as necessary.
- Performs other duties and special projects as assigned by the Customer Care Manager.
- Actively promotes the Society's mission, services, programs and events. Participates in fundraising as assigned.
- Actively supports staff and volunteers and promotes the development of skills related to the advancement of our goals and mission. Represents the Society in a professional and courteous manner at all times. Provides quality service to customers, volunteers, and staff recognizing their individual contribution to the success of our organization.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises assigned volunteers.

QUALIFICATIONS

Excellent communication and customer service skills. Detail-oriented, 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 Society's adoption program and the mission of the Capital Area Humane Society. No allergies to animals.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent; demonstrated experience in customer service and working with potentially difficult customers. Knowledge of and experience working with animals preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Ohio Driver's License and insurable driving record.

PHYSICAL DEMANDS

Occasional lifting of up to 50 pounds with reasonable accommodation. Working for 8 to 10 hours at a computer workstation, answering phones and working with clients.

WORK ENVIRONMENT

Work is performed in a normal shelter setting. Adoption areas are high traffic, high activity areas. Subject to animal bites and scratches while handling animals of questionable temperament.

Prepared By: Sarah Tayse
Approved By: Rachel Finney

Prepared Date: July 2011
Approved Date: July 2011