



***Pet Network Humane Society
Position Description***

Position Title: Client Service Representative (CSR) **Status:** Hourly **Date:** July 2024

Primary Purpose: Works in all aspects of client service including greeting and assisting clients and guests, completing adoptions, scheduling appointments, handling financial transactions, and assisting throughout the shelter as needed.

Reports to: Client Service Supervisor

Workers Supervised: None.

Essential Duties/Responsibilities:

1. Greet and assist all clients in a positive, warm, and professional manner.
2. Promptly answer and respond to incoming calls, voicemails, emails, and direct calls to the proper department or staff member.
3. Respond to email correspondence in a professional and timely manner
4. Provide general information to the public regarding PNHS programs and services and other animal related matters.
5. Provide information to potential adopters regarding adoptable animals. Facilitate meetings between potential adopters and the animals which they have interest in.
6. Assist clients with the adoption process. Review adoption questionnaires and conduct open "conversational" adoption counseling. Complete the adoption process ensuring that all information is current, and records are accurate.
7. Create Bios for each individual animal in a way that entices a potential adopter to want to meet the animal.
8. Assist with taking adoption photos and describing the animals' story detailing personality qualities for marketing purposes..
9. Process returns of adopted animals when necessary, ensuring positive client experience and providing alternative options for adopter.
10. Assist clients with lost and found animals. Handle the reclaim of animals through the shelter ensuring that all proper documentation has been completed.
11. Maintain the integrity of data in animal software system.
12. Protect confidential information regarding animals, adopters, staff, donors, and volunteers.
13. Handle all types of financial transactions including sales, returns, refunds, and donations.
14. Oversee opening and closing animal care duties. This includes but is not limited to cleaning enclosures, walking dogs, providing enrichment, feeding and medicating animals.
15. Participate in disaster preparedness and emergency response activities for the shelter and community as it pertains to animal related needs.
16. Responsible for general appearance of the lobby area including sweeping, mopping, dusting, and organizing on a regular basis.
17. Keep designated areas stocked and organized including paperwork, PNHS documents and supplies. Prepare and maintain supply of adoption packets.
18. Provide positive and productive interactions with volunteers in related work areas.
19. Interact with all staff in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
20. Attend and participate in departmental and shelter meetings. Attend educational opportunities as recommended/approved.
21. Assist in the general maintenance and cleanliness of the buildings and grounds addressing and/or reporting safety hazards or unsafe use of PNHS equipment.
22. Maintain and promote a positive public image standard relevant to PNHS.

23. Assist with special events, promote fundraising activities, and solicit support of agency overall.
24. This position will require being trained for assisting with duties of the shelter including Animal Care and Medical.
25. Disperse all incoming mail/packages to the correct department at their earliest convenience.
26. Ensure proper handling and distribution and in-kind donations.
27. Other duties as assigned by the Client Service Supervisor, Director of Operations or Executive Director.

Working Conditions:

Primarily working in an air-conditioned, shared common space environment but does include working in animal care areas and outside with animals, as needed.

Equipment Use: All basic office equipment including computers, printers, digital camera, phone, tablet, fax machine and copier.

Work Hours: This is an hourly position that requires 40 hours per week and the current schedule is 8 hours per day. Various shifts within hours of operation seven days a week. Number of hours and regular shift availability will be clarified at hire and is subject to change. Position requires regular and predictable attendance.

Mental Demands: Requires the ability to multi-task, meet deadlines, handle stress, and have a high degree of alertness. Position requires excellent organization skills, a high level of accuracy and attention to detail. Must demonstrate excellent communication skills with the public and fellow coworkers. Ability to read and write and be verbally articulate.

Physical Demands:

The employee will work with live animals, including dangerous and fractious animals, with risk of injury such as animal bites and scratches, and exposure to zoonotic diseases and biohazards such as animal disease and waste. Potential exposure to allergens, fumes, dust, animal dander, sharp objects and hazardous chemicals requiring OSHA Material Safety Data Sheets including medications. Potential interactions with hostile persons and exposure to environmental factors such as temperature variations, and high noise levels.

Must be able to lift at least 50 pounds and be able to hold and restrain animals of all sizes. The majority of duties will require the staff member to be on their feet. Should be able to handle animals of various sizes and temperaments and have adequate reflexes to deal with shy, fearful or potentially aggressive animals. Must be able to work at a fast and efficient pace while maintaining safety and health standards for both the workers and the animals. Must be able to respond quickly to emergencies.

Minimum Requirements:

- High school graduate or equivalent.
- Prior experience in the customer service, hospitality, or relevant field. Must demonstrate superior customer service skills.
- Should possess excellent interpersonal and communication skills. Able to read, write and speak clearly in English so that written and verbal instructions can be followed.
- Confident computer skills including experience with Google Drive, Microsoft Office, website, and social media navigation.
- Must be able to multitask, be a quick learner and transition between various tasks as needed.
- Ability to work in a fast-paced environment, excellent time management skills and able to prioritize workload to manage multiple projects with strict deadlines. Demonstrated attention to detail and follow-through is a must.
- An energetic, flexible self-starter with a willingness to handle a variety of tasks. Must be a collaborative team player!
- Ability to operate a cash register and complete required paperwork are required.
- Demonstrated ability to comprehend and follow policies and procedures.
- Maturity, good judgment, and professional appearance are required.
- Valid driver's license or access to reliable transportation.

- Expected to be an advocate for Pet Network Humane Society and encouraging financial donations to the organization.

General Qualifications:

- Must have a passion for animals and support the mission of the Pet Network Humane Society.
- Must treat animals humanely, with love and concern both on and off the job and transmit these values to others. Must adhere to all local laws regarding personally owned animals.
- Positive attitude is a must!

Additional Qualifications that would benefit this position:

- Previous experience in animal welfare or related field.
- Previous nonprofit experience.
- General knowledge of pet behavior and care, including basic animal handling and breeds.

Employee Printed Name: _____

Employee Signature _____

Date: _____