

## Job Description

Position: Customer Service Assistant

Summary: Provide exceptional customer service in front office; perform animal outcome transactions; provide assistance to members of the public via phone and in person; manage multiple tasks and demands at once; work collaboratively with staff and numerous volunteers.

Reports to: Shelter Manager

### Essential functions:

- Maintain excellent customer service skills consistently.
- Greet and direct shelter visitors, answer questions and provide accurate information regarding shelter activities.
- Handle monetary transactions and complete deposit reports.
- Assist in animal intake, return to owner, transfer, and adoption.
- Answer phones, provide information, and direct calls to other departments as appropriate.
- Maintain accurate and clear records of all phone calls taken, especially lost/found pets & messages for other employees.
- Assist in training new front office staff and volunteers.
- Work collaboratively with other agencies, organizations, and individuals within the community
- Receive and return phone calls from owners, rescue groups, animal control officers and other agencies in a timely manner.
- Communicate effectively with various people and departments within the shelter, volunteers, foster parents and members of the community.
- Maintain confidentiality of personal information.
- Maintain accurate and complete records of animals entering and exiting the public shelter in PetPoint.
- Acquire and maintain knowledge of City and County policies regarding impound, retention, and release of animals.
- Maintain and record stray-hold periods for impounded animals.
- Comply with established protocols regarding operation of the shelter.
- Keep current with shelter events and program updates.
- Work courteously and cooperatively with other staff members and volunteers. Work with co-workers to ensure positive communication.
- Follow safety and sanitation policies in order to maintain standards of excellence.
- Perform daily cleaning procedures.
- Receive and sort donations according to shelter protocols.
- Receive messages and return phone calls in a timely manner.
- Ensure that equipment is used properly and properly maintained.
- Participate in meetings with staff to review procedures, discuss workplace issues and share ideas to improve customer service.

### Knowledge, Skills & Abilities:

- At least one year of experience in a customer service position.
- Ability to read and comprehend written instructions.

- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to effectively and professionally communicate with co-workers, volunteers and the general public.
- Ability to perform basic math to calculate fees.
- Functional understanding of MS Office and Internet applications; ability to learn PetPoint software.
- Ability to remain pleasant and calm even in stressful situations.

Certificates, licenses, registrations:

Valid Oregon Driver's license required.

Physical demands:

- Must be able to bend, kneel, walk, stand, and reach for up to eight hours and to lift up to 50 lbs.
- Occasionally may be required to restrain and humanely handle animals.

Work environment:

- Work is performed in an animal shelter with shared office space. Potential for exposure to zoonotic diseases, dangerous and fractious animals, high noise levels, hazardous chemicals, anesthetics and sharp objects. While performing the duties of this job, the employee is regularly exposed to noxious odors, fumes, and airborne particles (including allergens such as animal fur and dander); toxic or caustic chemicals; and potentially volatile situations which can present risk of violence or injury.
- The noise level in the work environment is usually moderate to loud.
- Allergic conditions, which could be aggravated when handling or working with animals, may be a disqualification.

**Greenhill Humane Society is an equal opportunity employer. We consider all candidates of all races, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status. GHS values diversity in our workforce.**