Customer Service Assistant

The Customer Service Assistant provides exceptional care by helping to reunite pets with their people; completing adoptions; providing assistance via phone, email and in person; accepting donations; distributing resources; managing multiple tasks at once; and by working collaboratively with staff and volunteers.

Reports to: Customer Service 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.
- Correspond via phone calls and emails with pet owners, rescue groups, animal control officers and other agencies in a timely manner.
- Maintain accurate and clear records of all correspondence including lost/found pet reports.
- Assist in training new front office staff and volunteers.
- Work collaboratively with other agencies, organizations, and individuals within the community.
- 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 records of animals entering and exiting the shelter using PetPoint software.
- 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.
- Follow safety and sanitation policies; perform daily cleaning procedures.
- Receive, sort and distribute donations according to shelter protocols.
- Ensure that equipment is used properly and correctly maintained.
- Participate in meetings with staff to review procedures, discuss workplace matters 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, donors and other members of the community. Bilingual or multilingual skills preferred.
- Ability to perform basic math calculations.
- 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.
- May be occasionally required to humanely handle and restrain animals (training provided).

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 candidates of all races, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or veteran status. GHS values diversity in our workforce.