



Position:	Customer Service Manager, Full Time
Location:	Greenhill Humane Society in Eugene, Oregon
Starting Salary:	\$38,000 – 42,000 commensurate with experience, plus benefits

The Customer Service Manager (CSM) plays a key role in optimizing Greenhill’s lifesaving ability. This role leads a team of customer service staff to create positive outcomes and compassionate solutions for our community members while focusing on the shortest length of stay possible for the animals in our care. They work collaboratively with animal care managers to maximize our capacity for care, managing animals’ pathways through the shelter, including seized custody, court cases, safe keeps, DVAP, bite quarantine, etc. The CSM supports all shelter departments in maintaining consistency while achieving organizational goals and creating excellent program delivery. When challenging customer interactions arise, the CSM will assist to remedy the situation. Strong communication skills and the drive to connect pets with their people are key!

Reports to: Director of Operations

Oversees: Customer Service Staff and Volunteers

Essential Functions:

- Proactively leads a team focused on reuniting lost animals, expediting adoptions, and coordinating prompt outcomes for animals in our care to reduce length of stay.
- Oversees customer service staff and volunteers to ensure visitors are treated with compassion and respect.
- Communicates with animal welfare officers and contracted agencies regarding animal ownership, reunification information, and ongoing litigation.
- Oversees money handling, audits all license sales, and compiles daily and weekly reports.
- Works collaboratively to support and maintain communication across all departments.
- Responds to emails, phone calls, and social media inquiries promptly and clearly.
- Trains new customer service staff and volunteers.
- Audits daily records to ensure correct jurisdictions and intake/outcome paperwork is accurate and complete.
- Ensures “notice of impound” letters are sent to potential owners and communicates to staff about hold periods.
- Works with director of operations, animal care managers, and owners, to determine if/when fees are waived.
- Oversees and audits lost and found records and database, ensuring accuracy and follow-through.
- Maintains and revises front office procedure manuals.
- Responds with Greenhill’s disaster team as needed; may participate in offsite shelter management, search and rescue, hoarding investigations or other incidents as assigned.

General Management Functions:

- Communicates effectively and provides support to other departments when necessary.
- Maintains confidentiality of personal information and ensures that staff do the same.
- Maintains accurate records of all contact and communication with potential owners.
- Keeps current with shelter events and program updates.
- Attends weekly management meetings at Greenhill and provides department input.
- Follows safety and sanitation policies in order to maintain standards of excellence and OSHA compliance.
- Oversees daily cleaning procedures in the public and private front office areas including inside and outside.
- Ensures that front lobby office equipment is used properly and is maintained; enlists help of IT when necessary.
- Conducts and participates in meetings with staff to review procedures, discuss workplace matters and share ideas to improve customer service and animals’ length of stay.
- Submits customer service staff payroll hours.
- Oversees Pets for the Elderly (PFE) program and submits quarterly and annual reports.
- Consistently maintains excellent customer service skills and assists all departments in conflict resolution and de-escalation techniques.

Supervisory responsibilities:

- Responsible for overseeing the hiring, training, supervising, and goal setting of customer service associates, providing ongoing feedback and evaluations.
- The CSM has the autonomy to make decisions regarding customer services in other departments when their department manager is absent or unreachable.
- Provides support and clarification of shelter protocols when necessary.
- Creates and updates protocols as needed.

Knowledge, Skills & Abilities:

- Associate's degree and two years of experience in a management-level customer service position; or equivalent combinations of education and experience.
- Ability to learn City and County policies regarding impound, retention, and release of animals.
- Ability to read and comprehend written instructions; and communicate clearly and concisely, both orally and in writing effectively and professionally 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.
- Desire to help people with a strong ability to remain pleasant and calm in stressful situations.
- Leads by example and motivates team to deliver the organization's mission and vision.

Certificates, licenses, registrations:

- Valid Oregon Driver's license required.
- Fear Free Shelter Certification required within 90 days of employment.
- CAWA Certification preferred.

Physical demands:

- Must be able to sit, walk, and stand for up to eight hours; bend, kneel, and reach frequently; and to lift up to 50lbs with or without assistance.
- Occasionally may be required to restrain and humanely handle animals using Fear Free techniques.

Work environment:

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 unpredictable situations which can present risk. The noise level in the work environment is usually moderate and occasionally may be loud. Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.

Work Days and Hours

This is a 40-hour per week salaried position which may include evenings, weekends, and holidays. GHS employees may be called to work in the event of a local disaster, inclement weather, or other emergency situation, and are expected to perform emergency service duties as assigned.

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, age, or veteran status.