

Job Description

Position: Customer Service Assistant

Summary: Provides exceptional customer service in front office; perform animal outcome transactions; provide assistance to members of the public via phone and in person; manages multiple tasks and demands at once; works collaboratively with staff and numerous 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.
- 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 to provide placement opportunities for animals.
- 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 hold periods.
- Engage in regular positive contact to maintain relationships with other shelters and rescue organizations.
- 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.
- Other duties as assigned.

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.
- Being multilingual is a plus.
- 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.

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.