



# Customer Care Specialist

**Supervisor:**

Animal Care Supervisor

## JOB DESCRIPTION

**Summary:**

This position represents SafeHaven in a professional and courteous manner and provides quality customer service at the Shelter's front desk, retail and adoption areas. Under the direction of the Animal Care Supervisor, the Customer Care Representative assists in implementation of organizational and departmental policies, procedures and protocols in order to ensure that the highest possible level of service is provided to clients who visit SHHS or who contact SHHS via phone or mail. The Customer Care Specialist must facilitate collaborative and helpful interactions between the staff, volunteers and the public and promote a safe, collaborative and team centered working environment. All SHHS staff members contribute to the stewardship of the organization's mission and are expected to stay current on and understand issues related to animal welfare and SHHS programs.

**Duties and Responsibilities:**

- Demonstrates courteous and friendly manner towards customers, co-workers and volunteers on a daily and ongoing basis.
- Educate customers on responsible animal guardianship, animal care and local ordinances
- Conduct animal adoption counseling, has good understanding of temperament evaluations, medical history and any other paperwork that needs to be covered with the clients
- Complete animal adoptions, ensuring all transaction paperwork and computer records are complete and accurate
- Process stray and relinquished animals, enters computer data, vaccinations and completes necessary paperwork
- Solicit donations from clients and assist with in-kind donations
- Ensure that lost reports and morning/ closing checklists are done accurately and completed as assigned
- Complete disease control and cleaning of public areas daily and ongoing throughout the day (clean front office, windows, adoption rooms, retail area, Ect.)
- Assist in SafeHaven's retail sales department, answer questions about products and assist customers with purchases

- Ensure that all daily operational and closing tasks are completed in a thorough and timely manner including adoptions, customer correspondence, inter-agency communication, ushering, data entry, and department presentation
- Complete special projects as assigned by your manager
- Ensure that Adoption & Admissions processes occur according to schedule and quality requirements
- Answer phones and questions pertaining to Customer Care
- Greet and interact with the general public in a friendly, professional, and respectful manner at all times
- Work with the public, staff and volunteers to resolve complaints and issues in a productive and collaborative manner
- Assess situations and forward to responsible departments as needed
- Adhere to all SafeHaven personnel policies and procedures
- Collaborate with other SafeHaven departments and staff members to ensure a holistic approach to animal care
- Proactively communicate with the Shelter Operations, Foster Care and Animal Care teams in order to effectively and efficiently operate each department
- Notify Maintenance department when repairs or preventative maintenance is needed
- Adhere to all SafeHaven safety, injury reporting, training, and handling and transportation protocols in order to ensure that the Shelter environment is safe for animals, the public, volunteers and other employees
- Wear required clothing, identification and safety garments/equipment as defined by SHHS policies and procedures
- Greets and directs patrons, answers questions and answers phones regarding the surrendering of an animal in accordance with SHHS policies on a daily, ongoing and as needed basis.
- Processes cash, check and credit card payments and/or donations.
- Processes the intake of an animal on a daily and as needed basis by completing all the necessary animal paperwork at the time of intake in accordance with SHHS policies on a daily, ongoing, and as needed basis.
- Enters all intake information into the shelter management system in accordance with SHHS policies on a daily, ongoing, and as needed basis.
- Makes appointments for intakes in accordance to SHHS policies on a daily and as need basis.
- Conducts follow-up calls to no-shows in order to evaluate why the patron didn't keep their appointment and to possibly reschedule intake on a daily and as needed basis.
- Maintains neatness and cleanliness in areas surrounding the Receiving area on a daily and as needed basis.
- Encourages solicitations from patrons in accordance to SHHS policies on a daily and as need basis.
- Adheres to SHHS disease management and safety precautions on an ongoing basis.
- Perform any other duty as request by management

### **Competencies:**

- Excellent verbal and written communication skills
- Able to communicate with a diverse population in a consistently informative, respectful and professional manner
- Able to maintain a professional appearance and exercise sound judgment during all interactions with the public, staff and volunteers
- Knowledge and experience working with a wide variety of dog and cat breeds, behavior, and handling
- Intermediate experience with computer hardware and software programs

**Requirements:**

- Must have basic working knowledge of animal care requirements
- Minimum 2 year(s) work experience providing customer service in a fast paced professional work environment.
- Able to work weekends, evenings and holidays as requested.
- Must have a valid Oregon Driver's License

**Working Conditions:**

Will have regular contact with animals with varying temperaments and physical conditions. Will work directly with animal waste, kennel cleaners and disinfectants. Will have access to protective equipment.

**Physical Demands:**

Must be able to remain in a stationary position on concrete and be able to move minimum of 50 pounds frequently. Work performed both in and out of the shelter requires moving, constantly positioning self, and consistently works in both indoor and outdoor weather condition.

EOE M/F/V/D

**Signatures:**

This job description has been approved by all levels of management:

Executive Director\_\_\_\_\_

HR\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_