



CUSTOMER SERVICE REPRESENTATIVE

This position represents SafeHaven in a professional and courteous manner and provides quality customer service at the shelter's front desk and the intake desk, retail, and adoption areas. The Customer Care Representative must facilitate collaborative and helpful interactions between the staff, volunteers and the public and promote a safe and team-centered working environment.

DUTIES & RESPONSIBILITIES

1. Provide quality in-person and telephone client service
2. Educate customers about responsible animal guardianship, animal care, and local ordinances.
3. Conduct animals adoption counseling has a good understanding of temperament evaluations, medical history, and all paperwork that needs to be reviewed.
4. Complete animal adoptions, ensuring all transaction paperwork and computer records are complete and accurate.
5. Process stray and surrendered animals, vaccinations, and complete necessary paperwork and enters data into computer software.
6. Complete disease control and cleaning of public areas daily and ongoing throughout the day. This includes cleaning the front office, windows, adoption room, retail area, intake area, etc.
7. Assist in SafeHaven's retail sales department, answer questions about products and assist customers with purchases.

WORKING CONDITIONS

Work is performed in an animal shelter environment, with occasional exposure to various outdoor conditions. Holiday, weekend, and evening work may be required. Reliable attendance is a must!

PHYSICAL REQUIREMENTS

1. Prolonged standing, sitting, and/or stopping may occur
2. Potential for standing on feet 8 hours/day.
3. Frequent climbing and bending
4. Occasional lifting of up to 50 lbs.
5. Frequent pushing and pulling of carted items weighing up to 100 lbs.
6. Frequent use of hands and arms at or above shoulder level.
7. Ability to respond and perform life-saving techniques in an emergency situation.
8. Occasional driving on public roadways in varying weather and traffic conditions.

EDUCATION & TRAINING MINIMUM REQUIREMENTS

1. High School graduate or GED equivalent
2. Minimum 2 years work experience providing customer service in a fast-paced work environment.
3. Excellent verbal and written communication skills.
4. Able to communicate with a diverse population in a consistently informative, respectful and professional manner.
5. Able to maintain a professional appearance and exercise sound judgment during all interactions with the public, staff, and volunteers.
6. Knowledge and experience working with a wide variety of dog and cat breeds, behavior, and handling.
7. Intermediate experience with software programs pertaining to database record keeping and POS systems.
8. Able to work weekends, evening, and holidays as requested.
9. Able to be insured by SHHS, maintain a valid OR driver's license and provide proof of insurance.

PREFERRED

- 2+ years related coursework at an accredited college or university
- 3+ years retail/customer service experience
- 1-2 years animal shelter experience

