



## **CUSTOMER CARE SPECIALIST**

**Position Type:** PartTime (must be available to work any day of the week, including weekends and holidays)

**Starting Pay:** \$16-\$18/hr, depending on experience

**Supervisor:** Customer Care Lead

### **JOB DESCRIPTION**

#### **Summary:**

SafeHaven Humane Society's Customer Care Specialist serves as one of the first points of contact for visitors, adopters, volunteers, and community members. This position is responsible for providing exceptional customer service in person and over the phone while supporting the adoption process and helping create a welcoming, compassionate environment for both people and animals.

The ideal candidate is friendly, organized, dependable, and passionate about animal welfare. This role requires flexibility, strong communication skills, and the ability to work effectively in a fast-paced environment. Must be able to pass a background check.

#### **Duties and Responsibilities:**

- Provide exceptional customer service to all guests, adopters, volunteers, and community members
- Greet visitors warmly and assist with questions regarding adoptions, services, and shelter operations
- Answer and direct incoming phone calls professionally and efficiently
- Complete animal adoption counseling and adoption paperwork accurately
- Process payments and maintain accurate records
- Assist adopters in selecting appropriate pets based on lifestyle and needs
- Maintain cleanliness and organization of customer-facing areas
- Support daily shelter operations as needed
- Communicate effectively with staff across departments
- Uphold SafeHaven Humane Society's mission, policies, and standards of care
- Assist with administrative and clerical tasks as assigned

## **Qualifications:**

- Excellent customer service and interpersonal skills
- Strong verbal and written communication abilities
- Ability to multitask and remain calm in a busy environment
- Comfortable working with animals and the public
- Basic computer and data entry skills
- Ability to work independently and as part of a team
- Previous customer service or animal welfare experience preferred but not required

## **Physical Requirements:**

- Ability to stand, walk, bend, and lift throughout the workday
- Ability to lift up to 50 pounds with or without reasonable accommodation
- Ability to safely handle animals of varying sizes and temperaments

## **About SafeHaven Humane Society:**

SafeHaven Humane Society is dedicated to finding loving homes for animals and strengthening the bond between pets and people through compassionate care, adoption services, education, and community support.

*SafeHaven Humane Society is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications, and ability. SafeHaven Humane Society prohibits unlawful discrimination based on race, ethnicity, gender, sexual orientation, religion, national origin, disability, military service, marital status, age, or any other legally protected class.*