



JOB DESCRIPTION

Customer Care Associate

JOB SUMMARY

The Customer Care Associate is a member of the operations team. S/he is responsible for: maintaining and promoting hospitality at all times; welcoming and serving customers in a courteous, efficient and friendly manner, both face-to-face, by electronic communication and on the phone. As part of this job, this individual is required to: demonstrate good computer skills; accurately handle cash and charges; present a friendly, outgoing, energetic and customer service oriented demeanor.

ESSENTIAL FUNCTIONS

- 1) Provide high quality customer service in person, electronically and on phone to effectively communicate the Society's policies and procedures to the public and provide information and resolve problems.
- 2) Process all transactions using the Society's software systems.
- 3) Act as an operator for the Society, directing customers to the appropriate department or staff member for assistance.
- 4) Perform receptionist functions including filling out forms, answering phones, data entry, housekeeping chores and handling finances.
- 5) Respond to all phone, email and written inquiries in a timely manner.
- 6) Learn dog/cat breed characteristics and companion animal behavior and be able to convey that information accurately to the public.
- 7) Counsel customers who are looking to adopt a pet using adoption files and the Society's philosophy.
- 8) Assist customers who are looking to relinquish their pets using the Society's policy and procedures.
- 9) Work with other adoption department staff and supervisors to ensure quality customer service and a high level of animal welfare is maintained.
- 10) Communicate customer service and animal welfare issues to the Shelter Manager in a timely, accurate manner.
- 11) Operates telephone system to relay incoming and interoffice calls.
- 12) Greets all customers courteously, determine their needs, and direct them to the proper person and/or office.
- 13) Handles and tracks animal adoption applications.

ADDITIONAL RESPONSIBILITIES

- 1) Assists other departments as requested or assigned.
- 2) Performs other duties as required.

QUALIFICATIONS

- 1) High school diploma, or equivalent, preferred.
- 2) At least two years' previous customer service experience preferred.
- 3) Must possess excellent verbal and written communication skills along with a high level of attention to detail.
- 4) Must possess strong interpersonal and customer service skills along with professionalism, courtesy, tact and sound judgment.
- 5) Ability to work well under pressure and handle multiple tasks simultaneously.
- 6) Must possess basic computer skills.
- 7) Human relations skills to deal effectively with visitors/customers in person or on the telephone.

PHYSICAL DEMANDS

- 1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- 2. This position is regularly required to use hands to fingers, handle, and talk and hear. The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel or crouch. The position holder must be able to regularly lift and/or move up to 40 pounds.
- 3. Specific vision abilities required for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.
- 4. While performing the duties of this job this position may be exposed to animal odors or airborne particles.
- 5. The noise level in the work environment is usually moderate.

REPORTS TO

Director of Animal Welfare

X

Employee

Date