



West Valley Humane Society

JOB DESCRIPTION: Customer Service Specialist

General Summary

The Customer Service Specialist is responsible for interacting with all customers, donors and volunteers in a friendly and positive manner, and to handle the administrative portion of animal return to the owner, vaccine clinic and adoptions.

Essential Responsibilities

- Enter and maintain accurate data for all animal adoptions, reclaims and transfers.
- Answer telephone and in-person questions, responding with knowledge of WVHS and WVHS animals and events.
- Assist the Front Desk Manager with correspondence and other administrative tasks and projects.
- Handle all credit card and cash transactions.
- Check voicemail and promptly return calls at a minimum of 3 times daily.
- Greet people as they come into the shelter and as they leave.
- Clean the front desk and lobby as needed throughout the day.
- Work together with WVHS volunteers in a friendly and collaborative spirit.
- Accurately release animals with medications and post-op aftercare instructions.
- Other duties as assigned.

Specific Job Skills

- Have solid computer skills, including experience with Excel and Word.
- Be able to multitask in a fast-paced and stressful environment.
- Be able to learn assigned tasks readily.
- Be able to deal tactfully, respectfully, compassionately and effectively with the public.
- Be able to acquire a working knowledge of state, county and city laws and ordinances relating to the care, treatment and regulation of animals.
- Be able to handle and interact with dogs, cats and other animals in the shelter and have a working knowledge of individual animals as well as of the various breeds of animals and their care.
- Maturity, good judgment and a professional personal appearance.
- Be able to learn and follow WVHS philosophies, including those related to adoptions and surrenders.
- Ability to read, write and understand the English language.
- Ability to read, write and understand Spanish preferred.
- Good interpersonal, communication, customer service and time management skills are essential.
- The ability to treat animals and people with respect, contribute to effective teamwork, and foster public relations beneficial to the shelter and its programs.
- Experience working with rescue groups, a humane society, foster care involvement or other animal welfare agencies is a plus.
- Experience working in a customer service industry is a plus.

- Experience working as a cashier is a plus.

Educational/Physical Requirements

- High school graduation.
- A comprehensive knowledge of medical terminology is preferred.
- Two years of experience performing front desk tasks and working with the public in an office environment is essential.
- Allergic conditions which would be aggravated when handling or working with animals may be a disqualification.

Availability: WVHS is open 6 days a week and all but two holidays a year. Availability and a willingness to work a flexible schedule are required.

Exempt/Non-exempt: This is a non-exempt full time or part time position.

Must be at least 18 years of age and have a valid Idaho drivers license.

Immediate Supervisor: Front Desk Manager

Supervisory Responsibilities: This position is not supervisory in nature.

Job Scope: Perform duties independently with minimal supervision, operating from specific and definite instructions and directions. Decisions are of a routine nature made within prescribed operating guidelines, policies and procedures. Mistakes/errors may result in work stoppage, loss of business, poor customer relations, and/or damage to property or harm to the animals, all of which can have negative implications to the organization.