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## JOB POSTING

**POSTING DATE:** Reposted 4.6.2022

**POSITION:** Front Desk/Receptionist - Brooks location

**CLOSING DATE:** OPEN UNTIL FILLED

**STATUS:** Full Time/Hourly

**REQUIRED EXPERIENCE:** 1 TO 2 YRS CSR

**BASE PAY:** \$14.25/HR

**REQUIRED EDUCATION:** TRAINING IN AN ANIMAL CARE FACILITY, CUSTOMER SERVICE EXPERIENCE, AND HIGH SCHOOL DIPLOMA OR GED

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### Job Description

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#### Principal Duties and Responsibilities:

- Works collaboratively with all individuals in the Brooks facility and the shelter to help serve the public and facilitate the smooth flow of surgery and wellness clinics.
- Assists in monitoring equipment for proper operation (computers, phones, operating systems, etc.).
- Monitors supply needs and communicates to Brooks Supervisor of what is needed in a timely manner.
- Maintain clean, orderly, and sanitized work area
- Capable of multitasking by working with multiple computer systems while simultaneously assisting the public.
- Provides accurate information and friendly professional service to the public and to co-workers in a positive, courteous, truthful and tactful manner.
- Ability to make correct change and follow accounting procedures (run credit card machine, complete end of day reports, make bank deposits, etc).
- Familiarity with basic office skills (i.e. word processing, data entry, internet, Xerox/fax machine, scan/email, filing) plus capability of answering telephones and returning voicemails in a prescribed manner..
- Provides holiday and weekend coverage as required.
- Performs other duties as required to insure a positive public image and to improve the functioning of this organization as assigned by Brooks Supervisor.
- Must support and demonstrate the agency's core values – Customer Service, Adaptability, Respect, Responsibility and Integrity.
- Other duties as assigned.

#### Additional Duties and Responsibilities

- Assist with fundraising activities and special events as needed.
- Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others.
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules and must be willing to report safety violations and potential safety violations to appropriate supervisory or management personnel.

#### Minimum Knowledge and Skills Required by the Job:

- Work requires the analytical skills to gather and interpret data in job related situations.
- Type at least 50 wpm.

#### Physical Requirements of the Job:

- Must stand, walk, bend and stoop to perform duties.
- May be expected to work weekends, holidays, and off hours.
- Job may require performance of tasks that involve potential for exposure to blood, body fluids, or tissues, animal and human.

#### Authority:

Front Desk reports to Brooks Supervisor. This is an entry level position.

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