



JOB POSTING

POSTING DATE: 04.22.2024

POSITION: CUSTOMER SERVICE SPECIALIST

CLOSING DATE: OPEN UNTIL FILLED

STATUS: FULL TIME/HOURLY

REQUIRED EXPERIENCE: 1 to 2 Years in Customer Service related role, or similar, ideally in animal field

BASE PAY: DOE

REQUIRED EDUCATION: TRAINING AND WORK EXPERIENCE IN AN ANIMAL CARE FACILITY OR HIGH SCHOOL DIPLOMA OR GED

JOB DESCRIPTION

The qualified candidate will be our Customer Service Specialist for internal and external customers – providing training, guidance, coaching, and concierge like services. This job role will provide training and oversee the customer facing service training for all Operations staff, socialize with all adoptable pets, guide Adoption Counselors, and act as a Concierge for our customers looking to adopt pets. This position will be under the direct supervision of the Director of Operations.

Principal Duties and Responsibilities:

- Responsible for training Operations staff on customer service, including adoption processes, interactions in kennels, and customer engagement.
- Socialize with and get to know our pets – to be able to categorize to make recommendations for adopters.
- Provide concierge service to customers looking to adopt one of our pets. This includes asking questions to narrow down potential candidates, walk and be with the customer through our facilities, and assist through the adoption process.
- Seek innovative ways to improve our adoption process.
- Be able to evaluate and provide training regarding our customer engagement.
- Ensures all daily goals and required activities are completed.
- Work collaboratively with all departments and Adoption Counselors to achieve successful adoption placement of the animals we serve.
- Provide accurate information and friendly professional service to the public and to co-workers in a positive, courteous, truthful, and tactful manner.
- Evaluate, support, and make decisions in regards to adoption applications including approving and denying applications according to our organization's standards and adoption requirements.
- Provide advice on responsible pet ownership and discuss adopted animal possible behaviors according to decompression and new daily routines.
- Maintain clean, orderly and sanitized work areas on a regular basis and learns area documentation.
- Recognizes and reinforces Operation staff displaying work behaviors supporting our mission.
- Proficient office skills: word processing, computer, internet, copier/printer, /fax machine, and able to answer telephones in a courteous and non-judgmental manner.
- Provides holiday and weekend coverage as required.
- Performs other duties as required to insure a helpful public image and to improve the functioning of this organization as assigned by Leadership.
- Must support and demonstrate the agency's core values – Customer Service, Adaptability, Respect, Responsibility, Integrity, and Compassion.
- All other duties assigned.

Additional Duties and Responsibilities

- Assist with fundraising activities and special events as needed.
- Instruct and work collaboratively with volunteers.

Minimum Knowledge and Skills Required by the Job:

- Work requires the analytical skills to gather and interpret data in job related and in-home scenarios.
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Physical Requirements of the Job:

- Must stand, walk, bend and stoop to perform duties.
- Ability to lift 50lbs.
- Will 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.
- Potential for exposure to zoonotic diseases and animal bites and scratches while handling animals.
- Exposure to high noise levels, chemicals used to sanitize facilities, vehicles or equipment and other physical situations that involve all forms of animal life.
- Ability to work directly with animals, with no preexisting allergies to animals, hair or dander.

Additional Attributes

- Treats all animals humanely, with compassion and concern, both on and off the job, and transmits these values to others.
- Commitment to a high standard of safety and willingness to comply with all safety laws and all of the agency's safety policies and rules.
- Willingness to report safety violations and potential safety violations to appropriate supervisory or management personnel.
- Must have reliable transportation.

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