



JOB POSTING

POSTING DATE:	09/11/2025	POSITION:	CUSTOMER SERVICE SPECIALIST
CLOSING DATE:	OPEN UNTIL FILLED	STATUS:	PART TIME/HOURLY
BASE PAY:	\$14.25		
REQUIRED EXPERIENCE:	1 to 2 Years in a Customer Service related role, or similar, ideally in the animal field		
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 part-time Customer Service Specialist for internal and external customers – providing guidance, coaching, and concierge-like services. This job role will provide support for our Adoption Team and customers going through the adoption process. They will also socialize with all adoptable pets, guide Adoption Counselors, and act as a Concierge for our customers looking to adopt pets.

Principal Duties and Responsibilities

- Provide concierge service to customers looking to adopt one of our pets. This includes asking questions to narrow down potential candidates, walking and being with the customer through our facilities, and assisting through the adoption process.
- Socialize with and get to know our pets – to categorize and make recommendations for adopters.
- 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 co-workers in a positive, courteous, truthful, and tactful manner.
- Provide advice on responsible pet ownership and discuss possible behaviors of adopted animals according to decompression and new daily routines.
- Assist customers during checkout by efficiently operating the point-of-sale (POS) system, processing payments, applying discounts, and ensuring accurate transactions.
- Maintain clean, orderly, and sanitized work areas regularly and learn 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.
- Performs other duties as required to ensure 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.

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.

Physical Requirements of the Job

- Must stand, walk, bend, and stoop to perform duties.
- Ability to lift 50 lbs.
- Will be expected to work weekends, holidays, and off hours.
- Job may require performance of tasks that involve the potential for exposure to blood, body fluids, or tissues, animal and human.

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.

Apply online at www.sahumane.org/employment