

## **Intake Customer Service and Animal Care Technician**

Full time, shift varies from week to week, includes weekends and holidays

Reports to Director of Operations

### **Requirements:**

- Education and Experience: Must be a high school graduate, must write and speak clearly in English so that written and oral instructions can be followed. Must possess writing, typing and computer skills with proficiency in data entry programs.
- Knowledge: Preferred candidates will have a basic knowledge of animal health care, behavior, and knowledge of dog and cat breeds and their behavioral tendencies. Must understand and support humane options of training and be able to counsel the public in matters of training, behavior modification, and socialization.
- Skills: Must possess excellent customer service and communications skills and be able to maintain an upbeat, positive attitude even in stressful situations. Must be able to work well with others and deal with conflict in a professional and constructive manner. Possess the ability to use exceptional judgment to provide the best counsel and service to the customer and the animals. Possess the ability to monitor self work and report to Manager if assistance is necessary to complete various tasks.
- Additional requirements: Understand and support Board and Executive policies, procedures and position statements regarding animal welfare subjects. Must be able to work holidays and weekends as assigned and meet the physical requirements of the job. Candidates must have a valid driver's license
- Ability to follow all policies and procedures established by Shelby Humane Society

### **Key Responsibilities:**

Perform job duties in a positive, helpful manner. Willingly assist public in all aspects of shelter programs. Share information to enhance the public's knowledge of animal welfare as well as knowledge of the Humane Society's mission and programs. Other duties and responsibilities are as follows:

1. Greet customers and assist them with their needs in a friendly and professional manner.
2. Maintain a pleasant work area.
3. Perform animal surrender tasks such as data entry, animal profiles, obtain owner information, and Shelby County residency verifications. Follow surrender protocol, rules and procedures for each surrender transaction. Accurately maintain files, records and paperwork for animal surrenders.
4. Ensure customers are provided with all the educational resources possible to ensure the best welfare of each animal, with the goal being to keep the animal in the home.

5. Perform data entry efficiently and correctly.
6. Perform intake animal exam and provide animal with necessary vaccines and medication.
7. Other tasks as assigned, or at request of the Director of Operations

**SUPERVISORY RESPONSIBILITIES**

None