

<b>Job Title</b>	<i>Customer Service</i>
<b>Reports To</b>	<i>Customer Service Manager</i>

## Job Purpose

The purpose of our Customer Service staff is to provide support to the front desk and oversight of the incoming and outgoing animals each day. The customer service staff will provide exceptional customer service to all persons coming in the building for adoptions, surrendering, education, or visiting the shelter. This role serves as a liaison to all staff, customers, and volunteers to ensure all intake and outcome policies and procedures are followed.

## Duties & Responsibilities

**Customer Service Staff is responsible for coordinating the daily activities of customer service including, but not limited to:**

- Being the primary contact for incoming public customers.
- Greet all customers and direct them to the correct area of the building for their needs.
- Answer phones, retrieve messages, and route calls appropriately to correct manager.
- Monitor Lost & Found animals websites (Craigslist, Indy Lost Pet, our lost reports) for possible matches
- Update all contact information in Pet Point when this information becomes available.
- Counsel and act as a matchmaker for potential adopters with potential animals.
- Conducts overviews for adoption candidates and assist in the completion of the adoption application.
- Facilitate all adoption paperwork and processing.
- Ensure to have managers/medical staff counsel on adoptions that require this function.
- Ensure to help adopters choose the full service veterinarian that fits their needs.
- Be an Animal Care Resource for the public by providing pertinent information regarding animal welfare
- Send new adopter's home with appropriate understanding of our processes, pet ownership, animal health care, and Pet Point Insurance coverage.
- Maintain a clean and clutter free work area.
- Use teamwork skills to ensure daily check list are complete
- Reconcile cash drawer and credit card totals during the end of the day process

## Qualifications, Applicants must:

- Embrace our No-Kill Philosophy
- Be a self-starter with a lot of initiative, problem solving skills & the ability to work with minimal supervision
- Be an excellent communicator—both written and verbal
- Be a natural people-person & “cheerleader” who positively motivates others & has a knack for diplomacy
- Be flexible to work some nights and weekends while providing reliable transportation
- Be able to excel in a high paced work environment where you are surrounded by the distractions of animal sounds, smells and their respective allergens
- Experience in behavior modification and training programs (Meet your Match, SAFER Testing, etc.)
- Be able to lift a minimum of 25lbs without health risk.