

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

Job Purpose

The purpose of a **Customer Service Coordinator** is to assist in managing our team of Customer Service Attendants in collaboration with the Customer Service Manager. The primary focus and expertise will be on providing an exceptional level of customer service to all patrons of HSHC, you must also have equal competency in animal welfare, both cats and dogs—including the understanding of local ordinances as well as adoption protocols and procedures.

Individuals in this role are responsible for ensuring the donors, supporters, adopters, and all other patrons of HSHC are served with exceptional customer service to provide oversight and manage the incoming and outgoing animals in HSHC’s care each day. Depending on the needs identified you should be able to multitask in a quick manner to provide support in the area of intakes, adoptions, and front-line customer service. You will be responsible for the timely communication of any concerns to your manager as well as the appropriate department manager(s) to ensure immediate action is taken to address these concerns.

You will co-supervise, alongside the Customer Service Manager, your team’s interactions with customers for the purpose of approving animals for potential adopters and ensuring we place them in appropriate loving, forever homes. This includes training your team on all aspects of approving adoption applications and marketing our animals in a positive light, to the public according to our protocols, policies, level of customer service, and techniques used to properly match pets with people. This individual will also assist in training team members in providing proper education to patrons in regards to but not limited to, general animal welfare, proper pet ownership, guidance on stray animals, and lost and found pets.

This individual will work alongside the Customer Service Manager to provide continued coaching, guidance, motivation, conflict resolution and inspiration to the Customer Service Team. This individual is responsible for training both new and existing team members, as well as managing their work schedules as needed. As second in command, you will be responsible for stepping into your manager’s role when they are not on site to ensure a plan is in place, communicated to your team, and managed throughout the day, resulting in the successful completion of all daily tasks in a timely manner. You may be asked to participate in the both the hiring and disciplinary process for Customer Service Attendants, and you will be asked to provide feedback for your team’s annual performance reviews.

Duties & Responsibilities

The Customer Service Coordinator is responsible for assisting in managing and coordinating the below aspects of the Customer Service Team including, but not limited to:

- 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.
- 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 intake, outcome, and adoption paperwork and processing.
- 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
- Participate in the onboarding process of new animal care employees and provide new employee training.
- Be able to perform all required duties of customers service attendants, as well as a supervisory understanding of all protocols and procedures.
- Oversee your team to ensure all daily cleaning tasks are completed on time and according to protocols so we maintain an exceptional level of cleanliness and disease-free environment for the animals and public.
- Oversee your team to ensure each customers receive the **exceptional** day to day interactions and top notch service.
- It is your responsibility to intervene/re-direct your team as needed throughout the day to keep them on task and ensure all protocols are followed and daily tasks are completed in a timely manner.
- Address any concerns with potential adopters professionally, promptly and courteously that may occur during the approval process.
- Alert your manager and other appropriate managers regarding any concerns that arise within your department, including animal or customer emergencies/injuries, in a professional and timely manner.
- Ensure you and your team are compliant with HSHC's safety, sanitation, and personnel policies as outlined in our Employee Handbook and departmental protocols.
- Embrace and foster a positive, "whatever it takes" culture throughout the department.
- In Coordination with the Customer Service Manager, coordinate a monthly schedule for the customer service team.
- Maintain clean and organized storage and work areas including, but not limited to: Admissions lobby, Adoptions lobby, Retail area, Adoption cubes, Public accessible restrooms, vestibules (2), and public walkways.
- Complete a "pre-check out" each evening prior to being checked out by the closing manager.
- Complete the weekly payroll process in the absence of the Customer Service Manager.
- Provide input to the Customer Service Manager on staff performance reviews.
- Participate in HSHC activities, events and other off-site duties as required.
- Assist the Customer Service Manager as their second in command as needed and when he/she is on vacation or has an extended amount of time away from the shelter.
- Provide employees with guidance in handling difficult/complex situations and resolve escalated complaints or disputes.

Qualifications, Applicants Must:

Philosophically

- Embrace our No-Kill philosophy and whatever it takes attitude.

Hard Skills

- Have a minimum of 3 years of experience demonstrating advanced customer service skills.
- Have a minimum of 3 years of experience managing/supervising others.
- Be Fear-Free Certified
- Have 2 years of animal welfare knowledge (in a veterinary clinic, shelter, or animal boarding setting).
- Be highly proficient using a computer including experience using Microsoft Office, email, and entering/searching for information in data management software such as Petpoint, Excel, or another equivalent database.
- Be able to lift a minimum of 50 lbs. without health risk.
- Be able to perform physical activity (bend/stand/lift) for 8-10 hours a day.

Soft Skills/Other

- Be a self-starter with excellent problem-solving skills and initiative.
- Be able to multitask, problem-solve and prioritize appropriately.
- Be an excellent communicator—both written and verbal.
- Be comfortable navigating difficult and stressful situations that may require conflict resolution between employees and/or customers.
- Be able to pivot and react quickly to the unplanned challenges that often occur in our world each day.
- Be flexible to work some nights and weekends.
- Thrive in a fast-paced work environment where you are surrounded by the distractions of animal sounds, smells, and their respective allergens.

I have read the above job description. I agree that I can perform all duties outlined in the above description.

Employee Signature

Date

Supervisor Signature

Date