

<b>Job Title</b>	<i>Customer Service Manager</i>
<b>Reports To</b>	<i>Senior Operations Manager</i>
<b>Starting Annual Salary</b>	<i>\$45,000 - \$55,000 based on experience</i>

### Job Purpose

The purpose of our **Customer Service Manager** is to oversee our front of house operations which includes the pet adoption and counseling process, new admissions/intakes, diversion efforts, customer de-escalations, retail center sales, Pet Angel cremation services, and the timely response to all customer inquiries received via phone, email, and/or in-person. Our Customer Service Manager is responsible for ensuring our visitors have the most positive experience possible through proper supervision of our Customer Service Team and providing all necessary training tools to deliver excellent service—even in difficult situations.

This individual is the ‘face’ of customer service serving the public with a welcoming smile, contagious enthusiasm, and an inherent ability to connect with others channeling both empathy and compassion. This individual ensures that wait times are managed to ensure customers are served in a timely manner and that they feel acknowledged and appreciated.

This individual works closely with other staff and volunteers to ensure all HSHC adoption and admission procedures and policies are followed, and that necessary information is communicated in a timely and effective manner. This individual is responsible for a variety of daily, weekly, and monthly reports that will require proficiency working with Excel and experience working with databases to generate both standard and custom reports.

### Duties & Responsibilities

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

- Oversee and manage customer service staff while providing real time coaching
- Open/Close the shelter when Manager On Duty (MOD)
- Ensure that the customer experience is of the highest quality. Lead the team with a positive, friendly and an enthusiastic attitude and demonstrate HSHC values.
- Direct and assist in the training, assigning and overseeing of the duties and responsibilities of the shelter adoption teams. Ensure duties and responsibilities are being carried out safely and efficiently in accordance with established expectations, policies and procedures.
- Responsible for the day to day operations of the front office and internally with departmental relations. This includes interviewing, training, coaching, developing and mentoring and disciplinary actions as appropriate.
- Ensure that protocols and processes of the shelter adoptions team are effective and consistently utilized and updated as changes occur
- Processes incoming animals and adoptions that include and ensures the public receives accurate information in a professional and friendly manner.
- Provide employees with guidance in handling difficult/complex situations and resolve escalated complaints or disputes.
- Complete incident reports collaboratively with employee, customer, and volunteer)
- Prepare weekly, monthly and yearly shelter reports for Board meetings including but not limited to BI and Hills reports.
- Schedule staff appropriately to ensure there is proper coverage to provide excellent customer service at all times while approving time off when appropriate.
- Work with the Adoption Success Program when adopters cannot be contacted
- Oversee the ordering and inventory of supplies and ensure the appropriate quantity of supplies is on a hand at all times.

- Assist volunteers when arriving at the shelter for their shift with a positive attitude.
- Increase revenue streams by working with the Director of Operations to brainstorm new ideas of growing incremental revenue.
- Contribute information as needed in management meetings.
- Build, maintain, and monitor adoption plans of action.
- Perform adoption counselor duties as needed including but not limited to, greeting all customers and direct them to the correct area of the building for their needs, answer phones, retrieve messages, and route calls appropriately to the 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 matchmake potential adopters with potential animals.
- Conducts overviews for adoption candidates and assists in the completion of the adoption application and adoption paperwork.
- Be an Animal Welfare Resource for the public by providing pertinent information regarding animal welfare.
- Send a 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 checklist are complete.
- Reconcile cash drawer and credit card totals during the end of the day process.
- Perform additional duties as assigned

## **Qualifications**

Applicants Must:

### **Philosophically**

- Embrace and foster a positive, “whatever it takes” culture throughout the department.
- Embrace our no-kill philosophy and be driven by our life saving measures.

### **Hard Skills**

- Minimum of 3 years in customer service management with the ability to coach, develop and lead a team.
- Be a self-starter with initiative, problem solving skills & the ability to work with minimal supervision
- Possess excellent customer service and interpersonal skills and a proven track record to de-escalate difficult customer situations
- Experience using shelter related software like Pet Point is required.
- Must have excellent communication (written and oral), interpersonal, time management, and conflict management skills.
- Experience in maximizing customer's impulse purchases at POS.
- Be a natural people-person & “cheerleader” who positively motivates others & has a knack for diplomacy

### **Soft Skills/Other**

- Thrive in a fast-paced environment that requires a great deal of multi-tasking and managing multiple projects at once where you are surrounded by the distractions of animal sounds, smells, and their respective allergens
- Be flexible to work some nights and weekends while providing reliable transportation
- Be able to pivot and react quickly to the unplanned challenges that often occur in our world each day.
- Be able to lift a minimum of 25 lbs. without health risk.

## **Benefits Package:**

- Full-Time employees are eligible for benefits after 60 days of employment. HSHC offers several insurance options, including but not limited to medical (Anthem), dental, vision, Long/Short Term Disability, FSA/HSA, Identity Theft Protection, and Life Insurance.
- Generous vacation and paid time off accrued from day one.
- **Robust Pet Benefits Package for employee owned pets.** Includes annual vaccines, diagnostics, x-rays, preventatives, and prescription medications (requires a DVM script) at cost. Other select pet supplies like potty pads, carriers, food, bowls, bedding, etc. are available at no cost in the designated ‘free’ storage bins.
- Retirement plan option available

***Qualified candidates should apply online OR email a resume and cover letter to [humanresources@hamiltonhumane.com](mailto:humanresources@hamiltonhumane.com).***

*Thank you for your interest in pursuing a career at the Humane Society for Hamilton County. HSHC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to their race, color, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, gender identity, domestic partner status, or any other status protected by federal, state, or local law. Applicants are not required to live in Hamilton County.*

*This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.*