

Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740

Job Description

Job Title: Community Engagement Specialist
Department: Customer Service
Job Code: Non-Exempt
Reports To: Community Engagement Supervisor
Job Status: Part-Time
Revision Date: January 3, 2020

Essential Duties

The Community Engagement Specialist is self-motivated, energetic, organized, and outgoing with a compassion for people and animals, and great interpersonal skills. The CEC works as part of a team working together to find the best possible outcomes for homeless animals and finding ways to help people keep their animals in their homes in addition to processing and accepting animal intakes and scheduling appointments for owner surrenders when necessary. The CES is responsible for customer service activities associated with graciously accepting donations, processing retail sales, handling post adoption follow up calls, answering phones and directing calls, maintaining accurate and timely records in shelter software, and matching animals with adopters. The CES greets visitors, answers questions, and provides assistance and/or direction as to public concerns, counsels patrons wishing to surrender animals and provides resources and support to enable them to successfully re-home unwanted pets, acts as an example of responsible animal guardianship in the community, and actively supports the mission and vision of the Humane Society of Washington County. The Community Engagement Specialist works both in Admissions and Intake in the Resource Center as well as in the Adoptions Lobby.

Tasks and Responsibilities

- Actively engages in open, dialogue-based adoption practices.
- Asks for donations, promotes agency events, and works to engage all visitors in the HSWC vision and mission.
- Responsible for assisting customers, collecting fees and completing necessary forms and receipts associated with adoptions, citations, dog licenses, and the sale of retail items, public complaints, public assistance vouchers, and special events.
- Assists customers who are interested in adopting. Responds to questions about specific animals and the adoption process.
- Support programs such as Pet Food Bank, Public Assistance Vouchers, Behavior and Training alternatives, and Humane Wildlife Solutions.
- Maintains inventory of forms and other supplies used in Customer Service. Responsible for keeping all Customer Service areas neat and organized at all times.
- Responsible for completing necessary paperwork for rabies exposure incidents, donations, public complaints, and public assistance programs.
- Maintains accurate and timely records of all transactions in the shelter software system.
- Represents the organization in a professional and respectful manner at all times and provides knowledgeable information to the public.
- Responsible for the handling of financial transactions and daily accountability and end of day drawer close out.
- Stays abreast of current issues within HSWC, the community, and animal welfare that may impact client issues.
- Oversees HSWC visitor log tracking and reporting to the Community Engagement Supervisor.
- Other duties as assigned.

Qualifications

- Satisfactory completion of pre-employment background check.
- Must be at least 18 years of age, high school diploma or GED, valid driving license with clean record.
- Must be available to work daytime, evenings, and weekends as assigned.
- Ability to operate a computer and basic knowledge of commonly associated software programs such as MS Word and Excel.
- Demonstrate excellent oral and written communication skills and ability to follow instructions as given in either form.
- Proof of rabies vaccination, positive titer in the last year, or ability to receive pre-exposure rabies vaccine within 90 day introductory period.
- Ability to handle stressful and/or difficult situations as presented by visitors, staff and/or volunteers.
- Ability to take constructive feedback in order to improve personal performance.

- Able to sit or stand for several hours at a time.
- Ability to safely and humanely handle, restrain or move healthy, sick, injured, or diseased animals (with training).
- Ability to handle and identify various animal species, breeds, ages and sexes.
- Ability to work in environments with possible exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, traffic hazards, pathogenic substances, animal attacks, scratches, or bites.
- Ability to lift up to 50 pounds and have the physical ability to maintain balance, stoop, crouch, and reach over your head.
- Demonstrates understanding and ability to communicate effectively the policies & procedures of the Humane Society.
- Cooperative work ethic and willingness to fill in for other areas and performing other tasks/functions as directed by the CES, DOO, or their designee.
- Follow all procedures established to maintain a safe work environment including using Personnel Protective Equipment (PPE), safe animal and chemical handling, and reporting all near misses and accidents.
- All other duties as assigned.

Working Conditions

Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level in the work environment can be very loud. There may be occasional lifting of up to 50 pounds with reasonable accommodation, standing on feet or sitting for 8 – 10 hours per day and computer usage.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.