

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

Job Description

Job Title: Customer Service Representative I and II
Department: Customer Service
Job Code: Non-Exempt
Reports To: Adoption Supervisor
Job Status: Full-Time and Part-Time
Revision Date: August 29, 2016

Essential Duties

The Customer Service Representative is self-motivated, energetic, organized, and outgoing with a compassion for animals. The CSR works as part of a team working together to find the best possible outcomes for homeless animals. With poise and professionalism the CSR is responsible for customer service activities associated with receiving of animals, graciously accepting donations, processing retail sales, returning animals to their owners, answering phones and directing calls, and matching animals with adopters. The CSR greets visitors, answers questions, and provides assistance and/or direction as to public concerns. The CSR maintains accurate and timely records. All HSWC staff actively supports the mission and vision of the Humane Society of Washington County. The CSR acts as an example of responsible animal guardianship in the community.

Tasks and Responsibilities

- Actively engages in open, dialogue-based adoption practices.
- Actively supports Meet your Match programs including Feline-ality, Canine-ality, and SAFER.
- Asks for donations, promotes agency events, and works to engage all visitors in the HSWC vision and mission.
- Responsible for admitting animals to the facility. This includes the gathering of information concerning the animal, completing appropriate documentation/releases, assigning identification number and placing the animal in the receiving area for shelter intake.
- Responsible for collecting fees and completing necessary forms and receipts associated with incoming animals, adoptions, citations, the sale of dog licenses, the sale of retail items and special events.
- Assists customers who are seeking lost pets and those interested in adopting. Responds to questions about specific animals and the adoption process. Assists customers in completing Meet your Match surveys and applications. Coordinates and facilitates animal showing with the Animal Care staff.
- Maintains inventory of forms and other supplies used in Customer Service. Responsible for keeping all Customer Service areas neat, organized, and professional at all times.
- Responsible for completing necessary paperwork for rabies exposure incidents, donations, public complaints, and public assistance programs.
- Assists with other customer related duties as directed. This includes, but is not be limited to; adoption counseling, lost & found, data entry, special events, telephone, requests for euthanasia, cremation procedures, retail activities, and public assistance programs.
- Maintains accurate and timely records of all transactions in the shelter software system.
- Represents the organization in a professional manner and provides knowledgeable information to the public.
- Responsible for the handling of financial transactions and daily accountability and balancing of receipts.
- 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 CSM.
- Keeps Food Pantry areas in Customer Service stocked and organized. Tracks donation revenue from program.
- 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 knowledge of commonly associated software programs.
- Demonstrate excellent oral and written communication skills and ability to follow instructions as given in either form.
- Ability to handle stressful and/or difficult situations as presented by visitors, staff and/or volunteers.

- Ability to safely and humanely handle, restrain or move healthy, sick, injured, or diseased animals.
- Ability to identify 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 or animal bites.
- Ability to lift up to 50 pounds, work with all species, 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.
- Willingness to perform humane euthanasia and prepare bodies for rabies testing as directed (when trained)
- Cooperative work ethic and willingness to fill in for other areas and performing other tasks/functions as directed by the ACM or their designee.
- Follow all procedures established to maintain a safe work environment including using Personnel Protective Equipment (PPE), safe animal and chemical handling, 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 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.