

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

Job Description

Job Title: Customer Service Supervisor
Department: Customer Service
Salary Range:
Job Code: Non-Exempt
Reports To: Director of Operations
Job Status: Full-Time
Revision Date: June 22, 2017

Essential Duties

The Customer Service Manager oversees the HSWC Customer Service Department maintaining a welcoming environment and ensuring a professional, consistent, and courteous experience for all visitors. The CSM creates, implements, manages, and tracks innovative mission-based promotions. The CSM oversees all functions of the Customer Service Department including but not limited to; on floor staff supervision, donor interface, dialogue-based adoption counseling, superior telephone service - handling incoming and outgoing phone calls; public assistance program administration; volunteer training and supervision; and off site adoption coordination. The CSM handles retail store inventory, pricing, and promotion. This position is responsible for accurate and timely documentation of all transactions, department staff/volunteer scheduling and team adherence to protocol and policies. The CSM is a role model demonstrating professionalism, animal stewardship, and actively collaborates with the HSWC Leadership Team in support of agency mission and vision.

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.
- Works closely with the DOO to establish and maintain exceptional customer service standards
- Supervise, support, and develop Customer Service personnel to meet or exceed established standards. Provide individualized support and training for staff and designated volunteers as needed. Ensure all services are delivered in a professional manner.
- Assists in implementation of customer service procedures. Demonstrates leadership and provides ongoing training for customer service personnel regarding procedures and policies.
- Operate within an established budget and manage inventory of customer service related items.
- Oversees the retail area, including merchandise inventory, ordering and restocking of supplies.
- Assists in hiring and training customer service/volunteers with necessary work skills to perform area functions.
- Regularly attends and acts as a liaison in department, safety and staff meetings.
- Works closely with Leadership Team in providing cross training opportunities.
- Present on the adoption floor, facilitating adoptions, answering phones, showing animals, and greeting patrons.
- Works daily with animals: and handle individual animals in a caring and respectful manner.
- Works in a manner that reflects a safe environment for animals, the public, volunteers and other employees.
- Understands and supports organization policies and position statement regarding animal welfare subjects.
- Understands and supports humane treatment of animals and non-violent animal training philosophies.

- Works in cooperation with leadership team on promotions and events such as rabies clinics, fundraising events, and adoption/awareness programs.
- Resolves elevated customer questions, concerns and complaints in a timely manner.
- Audits all transactions and register closing for accuracy. Audits all Customer Service Department paperwork for accuracy.
- Is on call to the shelter and responds to emergencies seven days a week, 24 hours a day.
- Oversees completion of Post Adoption Follow Up calls.
- Other duties and projects as assigned.

Necessary Knowledge, Skills, and Abilities

- High School Diploma or GED.
- 3 yrs. Supervisory and/or management experience.
- Basic knowledge of animal breeds, animal health, sex and age of animals.
- Advanced interpersonal and communication skills.
- Working knowledge of open admission shelter operations.
- Ability to work w/ limited supervision and make decisions based on policy/procedures.
- Advanced computer skills.
- Insurable driving record.
- Proof of rabies vaccination, positive titer in the last year, or ability to receive pre-exposure rabies vaccine within 90 day introductory period.
- Basic knowledge of labor laws, OSHA requirements and human resources related laws.
- Basic understanding of Positive Reinforcement training philosophies
- Certified in Euthanasia by Injection. Willing to be certified within 6 months of employment.

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. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. 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.