

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

### **Job Description**

**Job Title: Customer Service Supervisor**  
**Department: Customer Service**  
**Job Code: Non-Exempt**  
**Reports To: Director of Operations**  
**Job Status: Full-Time**  
**Revision Date: April 2, 2018**

#### Essential Duties

The Customer Service Supervisor oversees the HSWC Customer Service Department maintaining a welcoming environment and ensuring a professional, consistent, and courteous experience for all visitors. 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, public assistance program administration; volunteer training and supervision, and off site adoption coordination. The CSS handles retail store inventory, pricing, and promotions. This position is responsible for accurate and timely documentation of all transactions, department staff/volunteer scheduling and team adherence to protocol and policies. The CSS 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.
- Hire, 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.
- Oversees and assists the area supervisors with daily operations, staffing and clientele needs.
- Review and approve Time and Attendance.
- Oversees the retail area, including merchandise inventory, ordering and restocking of supplies.
- Regularly attends and acts as a liaison in department, safety, and staff meetings.
- Works closely with Leadership Team in providing cross training opportunities, promoting events, and adoption awareness promotions.
- Present on the adoption floor, facilitating adoptions, receiving animals, answering phones, showing animals, and greeting patrons.
- Works daily with animals and handles individual animals in a caring and respectful manner as outlined in the Safe Animal Handling and Restraint SOP.
- Works in a manner that reflects a safe environment for animals, the public, volunteers and other employees, and handles staff accident reports. 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. Resolves elevated customer questions, concerns, and complaints in a timely manner. Reviews adoption refund requests with the Director of Operations.
- Audits all transactions and register closing for accuracy. Audits all Customer Service Department paperwork for accuracy.
- Receives invoices for Public Assistance vouchers and coordinates increasing the number of participating veterinarians.

- Oversees completion of Post Adoption Follow Up calls.
- Oversee Maddies Pet Assistance App training and implementation.
- Mediate employee conflict resolutions following basic human resource principles.
- Create and maintain customer service staff schedule and team leader assignments.
- Review animal folders, make animals available, and set variable rate prices.
- Enter stats into Shelter Animal Counts and provide monthly board reports for the Customer Service Department.
- Other duties and projects as assigned.

#### Necessary Knowledge, Skills, and Abilities

- High School Diploma or GED.
- At least 1 year of progressively increasing job duties and proven aptitude for leadership.
- 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 and ability to train others in computer functions.
- Insurable driving record to drive company vehicles.
- 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.

#### 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.*