

Aggieland Humane Society Customer Service Representative Job Description

EXEMPT/NON-EXEMPT: Non-exempt

REPORTS TO: Operations Supervisor

SUMMARY

Helps the public and other agencies with all transactions using a friendly, educated approach to impounds, strays, owner surrenders, lost and found, rabies control, city ordinances, state laws, general information requests, adoptions, etc.

GENERAL DUTIES

- Upholds the Base Code of Conduct of the Aggieland Humane Society and state laws at all times.
- Complete and pass Euthanasia Training Course and perform euthanasia
- Keep the Operations Supervisor advised of all shelter activities, customer complaints, and other agency complaints
- Answer all questions from the public and other agencies
- Process paperwork, contact the parties involved, close out all animals in the shelter wearing identification, and close out all bite reports
- Review and approve or deny adoption applications
- Contact animal control officers when additional information is needed on a specific animal
- Become proficient in Pet Point Software
- Record keeping and paperwork filing
- Carry animals to kennels when needed
- Lock facilities at night
- Handles and balances cash drawer
- Perform other duties as assigned

EDUCATION/EXPERIENCE

Required

- High school diploma or GED

Preferred

- Previous customer service experience
- Animal handling and welfare experience

SKILLS/ABILITIES/OTHER REQUIREMENTS

- Ability to handle the stress associated with euthanasia of animals, loud noises, and strong odors
- Ability to work with the public in a calm, courteous manner; tactful with upset clients
- Good writing and computer skills
- Must gain proficiency in PetPoint Software, and trains others in use
- Basic Animal Control and Texas Euthanasia Certification required within 12 months of hire