

## **Aggieland Humane Society - Job Description**

### **Customer Service Representative**

REPORTS TO: Administrative Coordinator

EXEMPT/NON-EXEMPT: Non-exempt

#### **SUMMARY**

Assists individuals from the public, other organizations, or other internal departments with organizational transactions using a friendly, educated approach. Handles daily operating procedures such as 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.
- Responsible for maintaining a high level of professionalism with customers and working to establish a positive rapport with every interaction
- Strong communication and active listening skills, both in-person and over the phone
- Provide accurate, valid, and complete information at all times
- Contributes to team effort by accomplishing related tasks in a timely manner
- Ability to thrive and multitask in a fast-paced environment while focusing on assisting customers
- Handle customer complaints, provide appropriate solutions and alternatives within the agency's abilities
- Communicates with the Administrative Coordinator and/or Operations Supervisor of customer complaints, providing additional information as necessary
- Ability to adapt/respond to different types of customers and their various needs
- Follow communication procedures, guidelines, and policies of Aggieland Humane Society
- Contact the parties involved and process paperwork involved with all bite reports and tagged pets
- Review and approve and/or deny adoption applications and contact applicants
- Contact animal care staff and/or animal control officers when additional information needed on a specific animal or situation
- Become proficient in Pet Point Software (creating/editing profiles, adoptions, medical, foster care)
- Daily record-keeping and paperwork filing
- Carry animals to kennels when needed
- Lock facilities at close of business day.
- Handles and balances cash drawer
- Perform other duties as assigned

#### **EDUCATION/EXPERIENCE**

##### *Required*

- High school diploma or GED

##### *Preferred*

- 2-4 years previous customer service experience
- Animal handling and welfare experience
- Proficient in Spanish

#### **SKILLS/ABILITIES/OTHER REQUIREMENTS**

- Ability to multitask, prioritize, and manage time effectively
- Ability to remain professional and courteous with customers at all times; including upset clients
- Excellent verbal and written communication skills
- Ability to handle the stress associated with euthanasia of animals, loud noises, and strong odors
- Basic Animal Control and Texas Euthanasia Certification required within 12 months of hire
- Must gain proficiency in PetPoint Software and train others in use
- Transportation to and from Aggieland Humane Society
- Ability to cross-train in other areas/departments of Aggieland Humane Society