



POSITION TITLE: Customer Care Supervisor

POSITION SUMMARY

Manage the incoming and outgoing pets by supervising the adoption and admissions program. Oversee all aspects of Customer Care from The Heritage Humane Society with a positive, can-do attitude. Warmly welcome guests, answer phones, supervise the guest experience while ensuring that the processes are executed in an inviting way and in accordance with the state and local laws. Working extensively with the Pet Point animal software database and assisting with training for staff members and volunteers as requested. Assist with the marketing efforts for lost and stray animals as well as those waiting to be adopted. Assist with the retail store, accepting donations, and providing assistance to community members. Talk to guests and find ways to enhance their adoption experience with additional services offered including training, education, retail, and more.

SUPERVISOR: Animal Care/Pathways Manager

STATUS: Non-Exempt

RATE OF PAY: \$15 - \$18 per hour

Make decisions for the pets in our care based on the Five Freedoms of Animal Welfare.

Freedom from Hunger and Thirst

By ready access to fresh water and diet to maintain health and vigor.

Freedom from Discomfort

By providing an appropriate environment including shelter and a comfortable resting area.

Freedom from Pain, Injury or Disease

By prevention or rapid diagnosis and treatment.

Freedom to Express Normal Behavior

By providing sufficient space, proper facilities and company of the animal's own kind.

Freedom from Fear and Distress

By ensuring conditions and treatment which avoid mental suffering.

BASIC REQUIREMENTS:

LEAD ANIMAL INTAKES AND OUTCOMES

- Interact with members of the public who wish to adopt a pet or surrender an owned pet or stray animal or donate. Always make them feel welcome and offer support upon any interaction.
- Responsible for the overall operation of the adoption and admissions program for HHS and maintaining the standard operating procedure to go with it that will be used for on-boarding new or crossed-trained staff members including commonly asked questions on the phone. This should be an evolving document.

- Oversee the Shelter Ambassadors by creating volunteer job description and create an on-boarding for these volunteers to learn how to adequately support the Pathways team. Once trained, work with them on expectations and have a good relationship with these volunteers.
- Manage the workflow and processes of the employees that are cross trained to work in customer care.
- Assists in the creation of adoption promotions and marketing ideas designed to increase adoptions.
- Provide excellent service and record keeping needed to resolve current and potential customer concerns.
- For surrendered animals - record relevant information about the former owner, as well as the animal being surrendered. Enter records into Pet Point, collect fees and obtain owner releases. Obtain animal history and medical releases from the owners. Document as much information as possible.
- For stray animals - enter records into Pet Point and obtain signature from the Good Samaritan. When appropriate, post on social media channels such as lost and found groups on Facebook.
- Answer the phones and provide excellent customer service to both our internal and external clients.
- Help families in their time of crisis when they come to HHS to surrender their pet or by helping with their options to keep their pet in their home. Our goal is to keep pets with their family when that is what works best for the pet as well as for the family.
- Run a daily financial report out of Pet Point and balance the income to the transaction history.
- Assist with various reporting such as board updates, municipality reporting, and the annual State Veterinary Report.
- Write or edit and post bios on pets as they are prepared for adoption and preferably before they go online. Share the foster's descriptions and photos on Pet Point for potential adopters to see. Ask for help from those that have direct contact with the pets when needed.
- Assist with ensuring cage cards throughout the building are up to date.

MAINTAIN A PLEASANT LOBBY AREA

- Focus on upsell opportunities and round-up for donations. Provide retail store oversight, financial transactions, and providing feedback on which items seem to be doing the best is needed. Advocate for training classes and upcoming events. Find ways to increase sales and work on monthly sales goals for retail merchandise products as well as products and services offered by HHS.
- Keep the lobby organized and desk space clutter free and inviting, sort donation items that are brought in and oversee that the items are taken to the correct place in the shelter (kibble kitchen, chuck wagon, medical, admin offices, etc.)
- Restock the adoption kits from Nautical Dog along with the Precious Pieces blankets as needed.
- Ensure that the restrooms are stocked with the correct supplies and clean before we open to the public at noon.

ASSIST WITH MARKETING AND COMMUNITY ENGAGEMENT

- Create content for our Marketing Manager to use for social media posts to generate community support and interest. Track areas of greatest interest for our community for upcoming posts.
- Take photos of animals going home, donations coming in, or other areas of interest for future stories (either Facebook, electronic newsletter, or others). Share photos and stories with the Marketing Manager.
- Assist with adoption and intake content for the HHS website and various marketing materials.
- Assist in the creation of adoption promotions and marketing ideas designed to increase adoptions.

ADDITIONAL RESPONSIBILITIES

- Participate in special events and donor follow-up as assigned.

- Work collaboratively with all other staff members to ensure animals are being cared for properly and moving through the system efficiently.
- Follow policies and procedures set forth by the Heritage Humane Society Employee Manual.
- Be respectful of coworkers and treat co-workers, volunteers and community members in a professional and kind manner.
- Follow all safety rules for self and animals.
- Other duties as assigned.

QUALIFICATIONS

1. A 2-year degree or equivalent professional experience is preferred.
2. 2 or more years' experience working or volunteering in an animal environment (shelter, vet office, etc.) with direct customer interaction and progressively harder duties and responsibilities is preferred. Candidate can also have equivalent experience in a fast-paced service environment to meet this requirement.
3. A minimum of 1 years' experience supervising employees and/or volunteers is preferred.
4. A strong leader and trainer that encourages staff members and volunteers to excel and grow.
5. A fundamental commitment to the welfare of companion animals and a strong commitment to the mission of Heritage Humane Society. Compassion for animals and people is required.
6. Superior oral communication and customer service skills.
7. Proven ability to work with the public under various circumstances and in a setting that places a high value on customer service is considered mandatory.
8. Ability to work in a fast-paced environment with a variety of people.
9. Ability to use a computer and various types of software including Microsoft Office and Google Drive Suite.
10. Experience with animal software strongly preferred, and Pet Point experience a bonus.
11. Excellent follow-up and attention to detail required.
12. A valid state driver's license with a clean driving record strongly preferred.

AVAILABILITY AND BENEFITS

- Full Time Hourly position with benefits offered.
- As a full time employee: health insurance (HHS covers 75%), dental insurance (HHS covers 50%), paid time off, discounts on retail merchandise and other perks are part of the compensation package after 60 to 90 days of probation.
- Work schedule: Wednesday – Sunday from 8 to 5 with an hour lunch break on most weeks. Must be available on occasional holidays. Normally off on Monday and Tuesday.

ENVIRONMENTAL CONDITIONS

- Normally works in an environmentally controlled building, but some outside work and driving may be necessary.

OTHER CONDITIONS THAT ARE UNIQUE TO THE POSITION

- Possible exposure to various common canine and feline illnesses and behaviors requires caution and proper use of appropriate protective equipment such as gloves, grab poles, goggles etc.
- The ability to handle the emotional and physical conflict of working in an environment that euthanizes animals that are aggressive, very sick and do not meet HHS adoptability criteria.

To Apply: Email your resume, cover letter and salary requirements to jobs@heritagehumane.org.