



POSITION TITLE: Customer Care Coordinator

POSITION SUMMARY

Assist incoming and outgoing pets at The Heritage Humane Society (HHS) by implementing adoptions, fosters, transfers, return to owners, and admissions to the program. Support all aspects of Customer Care from HHS with a positive, can-do attitude. Warmly welcome guests, answer phones, and enhance the guest experience while ensuring that the processes are executed invitingly, following state and local laws, working extensively with the animal software database and foster management system, and helping with marketing for lost and stray animals and those waiting to be adopted. Assist with the retail store, accepting donations, and assisting community members. Talk to guests and find ways to improve their adoption experience with additional services, including education, retail, and more.

SUPERVISOR: *Customer Care & Compliance Manager*

DIRECT REPORTS: *None*

CLASSIFICATION: *Full-Time*

FLSA STATUS: *Non-Exempt*

RATE OF PAY: *\$16.00 - \$17.50 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:

PERFORM ANIMAL INTAKES AND OUTCOMES

- Interact with public members who wish to adopt a pet, surrender an owned pet or stray animal, or donate. Always make them feel welcome and offer support upon any interaction. Assist with the visitor check-in process.
- Assist with overseeing the Shelter Ambassador volunteers and maintaining great working relationships with them. Provide coaching and counseling to help them grow in these duties.
- Assist in creating adoption promotions and marketing ideas designed to increase adoptions.

- Provide excellent service and record-keeping to resolve current and potential customer concerns.
- For surrendered animals, record relevant information about the former owner and the animal being surrendered. Enter records into the animal database, 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 the animal database and obtain necessary signatures from the Good Samaritan.
- Ensure photos of the animal are taken and posted to their profile.
- Answer the phones and provide excellent customer service to our internal and external clients.
- Help families in their time of crisis when they come to HHS to surrender their pet or by helping them with their options to keep their pet in their home. Our goal is to keep pets with their families when that is what works best for the pet and for the family.
- Run daily reports, such as financial reports, balance income with transaction history, evaluate outcome reports for trends, and update the adoption board daily.
- Write or edit and post bios on pets as they are prepared for adoption, preferably before they go online. Share the foster's descriptions and photos in the animal database for potential adopters. Ask for help from those who have direct contact with the pets when needed.
- Assist with ensuring cage cards throughout the building are up to date.

FOSTER CARE PROGRAM

- Help manage, upkeep and respond to all inquiries in ShelterWorx (Foster Care Management Software).
- Clean foster care room and keep supplies stocked.
- Receive and respond to all foster care applications.
- Perform foster care orientation as needed for new applicants.
- Upkeep all records/waivers as directed. Complete contracts for pets going to and returning from foster care.
- Assist with finding foster care placement of all species.
- Work with Pathways team to schedule foster animals for necessary medical care and spay/neuter.
- Ensure the foster care nook is stocked and organized with foster care supplies.
- Help organize/execute spay/neuter day logistics.
- Attend and participate in events to recruit new foster care families as assigned.

MAINTAIN A PLEASANT WORK AREA

- Focus on upsell opportunities and round-up for donations. Provide retail store input, financial transactions, and feedback on which items seem to be doing the best is needed. Advocate for upcoming events. Find ways to increase sales and work on monthly sales goals for retail merchandise products and products and services offered by HHS.
- Keep the lobby organized and the desk space clutter-free and inviting. Sort donation items brought in and oversee that they are taken to the correct place in the shelter (kibble kitchen, chuck wagon, medical, admin offices, etc.).
- Restock the adoption kits along with the Precious Pieces blankets as needed.
- Keep the adoption board updated daily.
- Ensure that the lobby is swept, mopped and restrooms are stocked with the correct supplies and are clean before we open to the public at noon.
- Rotate with cleaning and upkeep of the foster care holding area.

ASSIST WITH MARKETING AND COMMUNITY ENGAGEMENT

- Create content for our Marketing Manager social media posts to generate community support and interest. Track areas of greatest interest for our community's upcoming posts.
- Take photos of animals going home, donations coming in, or other areas of interest for future stories (either on Facebook, an electronic newsletter, or others). Share the photos and stories with the Marketing Team.

ADDITIONAL RESPONSIBILITIES

- Participate in special events and donor follow-up as assigned.
- Collaborate with all other staff members to ensure animals are properly cared for and move through the system efficiently.
- Follow policies and procedures that The Heritage Humane Society Employee Manual sets forth.
- Be respectful of coworkers and treat co-workers, volunteers, and community members professionally and kindly.
- 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. One year or more of experience working or volunteering in an animal environment (shelter, vet office, etc.) with direct customer interaction and progressively harder duties and responsibilities are preferred. To meet this requirement, the candidate can also have equivalent experience in a fast-paced service environment.
3. A fundamental commitment to the welfare of companion animals and a strong commitment to the mission of Heritage Humane Society is required. Compassion for animals and people is also required.
4. Superior oral communication and customer service skills.
5. A proven ability to work with the public under various circumstances and in a setting that values customer service is considered mandatory.
6. Ability to work in a fast-paced environment with various people and demands.
7. Ability to use a computer and various types of software, including Microsoft Office and Google Drive Suite.
8. Experience with animal software is strongly preferred, and Pet Point experience is a bonus.
9. Excellent follow-up and attention to detail required.

AVAILABILITY AND BENEFITS

- Full-time hourly position with a comprehensive benefit package 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.
- The work schedule is usually 8:30 to 5:00 with a 30 minute lunch break, and the days will be set with the management team to include one weekend day worked.

ENVIRONMENTAL CONDITIONS

- Normally works in an environmentally controlled building, but 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.

EQUAL EMPLOYMENT OPPORTUNITY

- Heritage Humane Society is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state or local law.
- Reasonable accommodations may be provided to qualified individuals with disabilities to enable them to perform the essential functions of the position.

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

Employee Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, and expectations associated with my position. I understand that this job description is not intended to represent a complete or exclusive list of all responsibilities and that duties may be modified or assigned based on the needs of the organization. I attest that I have not been convicted of animal cruelty or neglect in any US state.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____