



845 West Ridge Road, Gainesville, GA, 770-532-6617, [www.HSNEGA.org](http://www.HSNEGA.org)

POSITION:	<b>Customer Care Specialist</b>
REPORTS TO:	Adoption Center Coordinator
GRADE LEVEL:	Experienced
HOURS:	Up to 40 hours; this position may have varying working hours including the ability to work nights and weekends as needed
CLASS:	Hourly; salary commensurate with experience

### **SCOPE OF POSITION**

Customer Care Specialists provide outstanding customer service, counseling, and education to the general public regarding the Humane Society of Northeast Georgia's (HSNEGA) mission, policies, services, and programs. Assists with adoptions and all necessary computer records and paperwork. Provides Wellness Clinic administrative support, greets and directs visitors, and provides clerical duties as assigned including data processing, answering phones, and scheduling appointments.

#### ***Customer Service***

- Greets persons entering HSNEGA with friendly disposition, direct persons to correct destination/staff, and accurately answers questions from public and customers.
- Complies with and supports all HSNEGA policies, procedures, and protocols.
- Assists with counseling potential adopters and complete adoption applications, contracts, and other necessary paperwork.
- Fields general inquiries from the public, always maintaining a calm, courteous and respectful manner.
- Assists the public with Healthy Pet Clinic services.
- Assists with training and supervision of volunteers.

#### ***Internal Communications***

- Advises appropriate staff about animal medical or behavioral concerns.
- Advises appropriate staff about customer service and/or personnel issues in a discreet and professional manner.
- Monitors inventory of supplies and notify appropriate personnel when supplies are needed.
- Answers questions from other staff and volunteers in a calm and courteous manner.
- Communicates effectively and completely on all documentation.

#### ***Administrative***

- Assists with compiling and maintaining accurate files on all animals.
- Processes Healthy Pet Clinic clients including scheduling, data entry, and general administrative process and flow through.
- Answers multi-line phone system promptly and professionally, routing calls to the appropriate personnel and providing general information to the public as needed.
- Checks organizational voice mail in a timely manner and distributing messages/forwarding calls as needed to the appropriate recipient.
- Enters and maintains proper documentation on all client and animal records. Provides accurate and thorough data entry and paperwork, including memos and addendums as needed.
- Ensures holds placed on animals are completed accurately and followed up on in a timely manner.
- Checks daily for follow-ups on any pending issues.
- Assists with opening duties and closing duties, including daily financial reconciliation.

- Cash handling as required.

#### ***Other Duties***

- Ensures the cleanliness and organization of assigned work area including daily removal of trash and clutter and restocking of supplies.
- Employs proper disinfection techniques and animal handling to limit potential disease transmission.
- Reports any broken or damaged equipment in a timely manner.
- Assists with general cleaning as needed.
- Handles all animals in a safe and humane manner.
- Promotes the mental health of the sheltered animals by assisting behavioral enrichment as appropriate.
- Participates in exercise, socialization, and behavioral training of animals to enhance their adoptability as needed.
- Provides backup and other support to the Adoption Center Coordinator as needed/requested.

#### ***Physical Requirements and Work Environment***

- Regularly sits at a computer station and operates electronic equipment.
- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Must be able to deal with an often fast paced and changing workload which at times can be stressful.

#### ***Knowledge, Skills and Abilities***

- High school or equivalent education with advanced training or experience preferred.
- Computer skills required.
- Excellent customer service, time management, and communication skills.
- Ability to multi-task in an extremely fast-paced environment.
- Understanding of animal welfare, basic veterinary medicine, and animal handling skills a plus.
- Valid driver's license and a good driving record.
- Must be able to lift and carry 50 pounds safely.
- Ability to communicate fluently in Spanish preferred.
- Ability to communicate clearly and concisely, both orally and in writing.
- Demonstrated experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- Sound judgment and ability to exercise complete discretion when dealing with confidential information.