

Job Title: Spay/Neuter Clinic Part Time Client Service Associate



Reports To: Director of Spay/Neuter Clinic Services

Schedule: Monday - Friday

FLSA Status: Non-Exempt

Type: Part Time

Summary:

Responsible for the basic office duties of spay/neuter clinic; scheduling surgeries and maintaining complete client records; providing exceptional customer service.

Essential Duties and Responsibilities Include:

- Responsible answering telephone calls, returning voice-mail messages, scheduling daily appointments for surgery, and maintaining all necessary paperwork.
- Assist in answering surgery registration questions received via phone and email
- Check spay neuter clinic and work email daily and send appropriate replies
- Schedule spay/neuter surgeries or refer clients to Humane Society of Charlotte website if possible
- Ensure that correct and complete paperwork is prepared, maintained and filed for each client including but not limited to animal welfare/rescue organizations
- Maintain complete records for all clients in database.
- Enter all client information into the computer including all services received.
- Report any client issues to Director of Spay/Neuter Clinic Services in a timely manner
- On occasions will receive direction from the Spay/Neuter Clinic Medical Director
- Performs special assignments and other duties as assigned when necessary

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
 - One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience preferred
 - .Working knowledge of MS Office and database management software preferred
 - Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework
 - Goal oriented, committed to excellence and results
 - Strong interpersonal communication skills required
 - Must have a great sense of humor and enjoy working in a relaxed office environment
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- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 25 lbs

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____