

**Job Title:** Customer Service Representative



**Reports To:** Adoptions Manager

**Schedule:** Varies

**FLSA Status:** Non-exempt

**Type:** Full Time

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**Summary:**

The Customer Service Representative is responsible for providing information about the Humane Society of Charlotte's policies and procedures and the animals in the shelters' care, resolving any service problems, completing adoption paperwork, providing post-adoption follow-up, promoting retail sales and collecting and maintaining accurate records.

**Essential Duties and Responsibilities Include:**

**Customer Service**

- Provide and maintain exceptional service.
- Maintain a positive work environment.
- Greets visitors and potential adopters.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Disseminates animal care information to visitors and adopters.
- Manages difficult or emotional customer situations; responds promptly to customer needs; meets commitments.
- Speaks clearly and persuasively in positive or negative situations
- Accepts monetary and itemized donations from public.
- Answers questions regarding services and animals for adoption.
- Take and transfer calls and messages; delivers messages to appropriate personnel in timely manner.
- Maintains the lobby and adoption room in a safe, sanitary, and attractive manner.

**Administrative**

- Perform administrative tasks such as email, phone messages, and compile daily reports and weekly/monthly statistics.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Demonstrate proficiency in use of Microsoft Office Applications by maintaining spreadsheets, word documents and communication through email.
- Data entry including intake of animals, animal and person memos, and medical data entry.

**Adoptions**

- Utilize Vestafy (shelter software) to complete adoptions.

- Insure data and accuracy of information input to Vestafy (shelter software) and information given during adoptions.
- Provide information and answer questions regarding adoption, medical, or behavior paperwork.
- Involved in ongoing education in the fields of animal care and behavior.
- Make recommendations for sales of products, training classes, and heartworm/flea/tick prevention.
- Attention to detail.
- Taking payments and handling cash.
- Maintain and update adoption packet information as needed.
- Assist in off-site adoption events.
- Assist with taking and uploading adoption photos.

#### Retail Duties

- Maintain a clean and stocked retail space.
- Complete weekly inventory and report to Adoptions Manager.
- Promote sales and help meet sales quotas.

#### Volunteers

- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.
- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; recruit and train volunteers to assist department.
- Maintain and update volunteer handbook as needed.

#### Foster

- Assist with scheduling foster pick up and return.
- Communicate with fosters in absence of foster coordinator.
- Utilize Vestafy (shelter software), Volgistics (volunteer management software) for the foster program, as needed.
- Communicate effectively the foster programs HSC has to offer.

#### Follow-up

- Return daily phone calls, messages and e-mails in timely manner.
- Provide follow-up with adopters.

#### Owner Surrender Program and iCare Rehoming Page

- Respond to inquiries and applications for surrender and iCare.
- Acquire appropriate information from owners for either program.
- Schedule appointments.
- Effectively communicate other options or resources for surrendering.
- Maintain iCare page on website.
- Understanding of current shelter population and adoptions.

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

- Preferred: six months to one year related experience and/or training
- Bilingual in English and Spanish preferred
- Excellent communication skills, to include the ability to effectively handle and diffuse high-stress and emotionally charged situations.
- Exceptional verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy.
- Detail oriented and able to develop and execute project plans: prioritize duties, provide timely follow up.
- Computer literate in a Windows environment; proficient in Microsoft Office Applications.
- General knowledge of domestic dogs and cats.
- Ability to be objective, diplomatic and informative.
- Exhibit flexibility and professionalism.
- Basic math abilities; able to present numerical data effectively.
- Must have a great sense of humor and enjoy working in a relaxed office 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
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required.

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

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_