

## **Job Title: Spay/Neuter Client Service Associate**



**Reports To:** SN Client Service Manager

**Schedule:** Monday – Friday

**FLSA Status:** Non-Exempt

**Type:** Full Time

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**Summary:** Responsible for basic office duties of spay/neuter clinic

### **Essential Duties and Responsibilities Include:**

- Answering phones: All phone calls should be answered live. Check the voicemail line periodically throughout the day and prioritize the order of return calls. All voicemails should be returned before leaving for the day.
- Data entry: accurate data entry is extremely important; please make sure you are double checking your work; at the end of the month, file charts appropriately.
- Professionalism is expected at all times. You are the first point of contact for our clients and should represent HSC with positive image.
- Excellent customer service skills are a requirement
- Assessing emergency visits: Ask questions and provide listing of emergency vets in the area.
- Daily deposit: Try to collect payments from clients during check-in when possible; complete as much of the deposit as possible in the morning; double check for accuracy and take deposit to accounting same day
- Preparing go-home sheets for public and transport partners (make sure paperwork and dog medications go with transport driver)
- Responsible for greeting walk-in clients and answering telephone calls, returning messages within one business day
- Check spay neuter and personal HSC email daily and send appropriate replies
- Send out applications for spay/neuter surgeries or refer to Humane Society of Charlotte website if possible
- Responsible for scheduling of all appointments for surgery, including other organizations determined by the CEO or Director of S/N Clinical Services and Humane Society of Charlotte animals and filling out all necessary paperwork in a timely manner
- Ensure all necessary office supplies are on hand and place appropriate orders through the Office Coordinator
- Ensure that correct and complete paperwork is sent to Charlotte Mecklenburg Animal Control as required and performs various clerical tasks as requested by the SN Client Service Manager
- Attends monthly Humane Society of Charlotte staff meetings
- Files patient records appropriately
- Discharges all animals to their owners, explaining clearly and completely all post-surgical writing instructions
- Cleans lobby mid-day and prior to closing, including ensuring all trash has been removed
- Provide excellent customer service to all visitors and clients

### **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; train volunteers to assist department.
- 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: 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.
- Working knowledge of MS Office, database management software, and web 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, as well as a high level skill in written and verbal communication
- Must have a great sense of humor and enjoy working in a relaxed office environment
- 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
- Comfortable interacting with dogs and cats

**Physical Demands:**

- Must be able to lift/move up to 25 lbs.

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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: \_\_\_\_\_