Job Title: Community Support Specialist

Reports To: Director of Community Initiatives

Schedule: Varied

FLSA Status: Non-Exempt   **Type:** Full-Time

Summary: The Community Support Specialist assists and empowers pet owners in solving pet related concerns by providing resources and information about internal (Humane Society of Charlotte) and external (outside organizations and social service agencies) programs and assistance options. The Community Support Specialist is a human service based, public-facing position that operates out of the Pet Help Center to communicate with community members seeking guidance on financial assistance, pet food and supply support, pet surrender, lost/found animal protocols, and other general pet resources. The Community Support Specialist will assess client needs to identify the most beneficial resources/assistance for each client's individual situation, ability, and access through understanding and recognizing underlying needs. This position is responsible for excellent verbal and written communication through conversations in-person, via email, and on the phone.

Essential Duties and Responsibilities:

Customer Service & Administrative:
- Provides excellent service in-person, over the phone, and via email.
- Greets and engages in conversations with clients upon arrival.
- Prioritizes exceptional customer service by ensuring accurate and timely delivery of information to clients in a non-judgmental and supportive manner.
- Answers questions regarding HSC programs and services, providing information regarding HSC's Pet Help programs and community initiatives.
- Performs administrative tasks such as email, phone messages, and compiling daily reports & weekly/monthly statistics; answers and returns daily phone calls, voice messages, emails, and text messages in a timely manner.
- Maintains excellent verbal and written skills including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive, and educational.
- Demonstrates proficiency in use of Microsoft Office applications by maintaining spreadsheets, word documents, and communication through email.
- Keeps records of client interactions by recording details of inquiries, concerns, needs, or comments, as well as actions taken and follow-up needed.
- Enters data in the form of call logs, client case information, owner surrender trends, resource details, and more.
- Utilizes relevant software to track and complete client cases.
- Ensures accuracy of information input into software in a timely manner.

- Establishes and maintains interpersonal relationships by developing constructive and cooperative working relationships with co-workers, clients, volunteers, and other community members & agencies.
- Maintains a positive and supportive work environment.
- Maintains the Pet Help Center in a safe, sanitary, and attractive manner.

Client & Pet Support:
- Checks all request forms daily, does base evaluations/needs assessments, and discusses possible options and pathways for unique situations.
- Conducts needs assessments for clients to identify the most beneficial resources/assistance for clients' individual situations, abilities, and access through understanding and recognizing underlying needs.
- Maintains knowledge of community services and resources relevant to PHC client base; has knowledge of and makes recommendations for veterinary hospitals, dog trainers, supportive housing, and other community service agencies.
- Maintains and updates client case files frequently and accurately.
- Manages difficult situations with varying emotional elements with patience and understanding, responding promptly to client needs; speaking clearly and confidently in varying situations and maintaining composure in difficult or negative conversations.
- Utilizes and promotes Fear Free animal handling and positive reinforcement training techniques when working with or making suggestions for clients' pets.
- Communicates with vet hospitals, training partners, housing resources, and boarding facilities as a liaison for Pet Help clients.
- Follows up with clients throughout assistance period and beyond to ensure needs have been met to the best of HSC's ability.
- Assists with other tasks and provides coverage for Community Initiatives team as assigned.

Volunteers:
- Directly oversees daily work assignments of volunteers to ensure completion of work as assigned.
- Coaches volunteers by providing regular, ongoing feedback and training.
- Promotes integration and utilization of volunteers; trains volunteers to assist department.

Qualifications/Expectations:
- Enthusiasm for the mission of the Humane Society of Charlotte and helping pet owners in our community.
- Open-minded and accepting of a diverse clientele; aware of personal bias and willing to address this bias and empathize towards a wide range of situations.
- Required: bilingual in both English and Spanish languages.
- Preferred: six months to one-year related experience and/or training, preferably in a social or human services role.
- Preferred: basic animal behavior & training knowledge and knowledge of common veterinary concerns.
- Must be comfortable interacting with dogs and cats.

- Must have a reliable mode of transportation.
- Must be willing to work flexible hours, including weekends.
- EOE

Work Environment:
- Exposure to high noise levels and odors.
- Exposure to fumes or airborne particles and toxic or caustic chemicals.
- Exposure to outdoor weather conditions.
- Risk of exposure to zoonotic disease in the shelter environment.

Physical Demands:
- Must be able to lift & move up to 50 lbs.
- Must be able to regularly bend, squat, and stand throughout the day.
- Must be physically able to walk and control large dogs as needed.
- The individual should have no known allergies to animals that would prevent them 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:

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Printed Name:

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Date:

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