



**Heart of the Valley, Inc.**  
**Job Description**

<b>Job Title:</b>	Customer Service Specialist	<b>Date:</b> March 23, 2022
<b>Work Hours:</b> 8 hours per day / 3 days per week (24 hours per week) <b>Schedule Subject to Change</b> Willingness to work weekends & holidays required.		<b>Wage/Salary: \$16/hr</b> Hourly / Non-Exempt

**BRIEF JOB SUMMARY:** Responsible for staffing the front desk at the shelter. Ensures the front desk functions in an organized, efficient, and coordinated manner, abiding by all HOV policies and procedures. This position serves as the first impression of HOV to all patrons, volunteers and donors, and must maintain the highest degree of customer service at all times.

Reports directly to the Assistant Operations Director.

<p><b>THE OVERALL STRENGTH LEVEL OF THIS JOB IS: MEDIUM-HEAVY</b> <i>(Medium – Heavy Duty is considered 50 lbs. or more)</i></p>
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**Essential Job Functions** *(include the following - Other duties as assigned):*

**Customer Service:**

1. Maintains positive public relations and acts as an ambassador for all interfaces in a manner upholding the mission and goals of HOV.
2. Creates a professional and welcoming environment by maintaining clean and clutter free front desk, lobby and entry areas, and greeting every visitor warmly as they enter the shelter.
3. Fields all inquiries thoroughly and knowledgeably. Practices a warm hand off when it is necessary to direct callers or visitors to another staff member.
4. Maintains an accurate front desk call log to create a record of all voicemails and to ensure calls are returned in a timely manner.
5. Looks for opportunities to promote HOV's adoption, volunteer and community outreach programs when speaking with callers and visitors.
6. Manages lost and found calls and reports, following up with owners and finders as necessary. Checks reports and social media posts against incoming animals.
7. Thanks all visitors for coming to the shelter and makes a point to acknowledge volunteer and donors to thank them for their support.
8. Maintains an adequate food supply on the community pet food bank cart. Ensures that the cart is accessible to community members from 9AM until 5PM.
9. Notifies the AOD of any complaints received at the front desk.

**Administrative:**

10. Monitors inventory of general front desk office supplies. Ensures office supply purchaser is notified of needed supplies to maintain an appropriate stock.
11. Initiates surrender, reclaim, adoption, and other front desk paperwork and records in conformance with HOV procedure. Ensures all paperwork and records are accurate, up to date and organized.
12. Enters information of all animals coming to and leaving the shelter into the shelter database.
13. Maintains annual animal intake log by entering animal information and disposition in conformance with HOV procedure.
14. Collects necessary boarding, return to owner, adoption, rental and cremation fees as applicable. Prepares accurate receipts.
15. Collects donations and completes donation forms for the Developments staff. Prepares accurate receipts.
16. Balances all funds collected at the front desk against receipts and prepares the Daily Sales Report.
17. Maintains the Cremation Log and calls owners for pick up when cremains are returned to the shelter.
18. Completes appropriate impound paperwork for all animals coming to HOV under city and county contracts. Ensures paperwork is sent to the appropriate municipality in a timely manner in accordance with the contract.
19. Files adoption, animal control and city licenses records as needed.
20. Ensures stray cat page of website is up to date with photos to facilitate owner reclaim.

**Animal Care:**

21. Helps maintain the security of all animals during intake and outcome.
22. Assists with surrender, reclaim and adoptions as necessary.
23. Assists with daily animal care duties as necessary.

**Qualification Requirements:** *(To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.)*

1. High school education or GED.
2. Customer service experience is a plus.
3. Clear and professional communication skills, both oral and written, especially in relation to customer service.
4. Ongoing commitment to the mission, policies and goals of HOV.
5. Highly organized and detail oriented.
6. Ability to problem solve in a fast paced environment and to determine when it's appropriate to elevate a situation to a supervisor.
7. Ability to work with cats and dogs of all breeds and temperaments.
8. Ability to work outside in all types of weather.
9. Ability to lift and carry 50lbs.

**Special Machines, Tools, and Equipment Used:** Computers, standard office equipment, industrial size washer/dryer, pressure washers, shelter vehicle.

I understand the requirements of this position. I also understand that the duties listed above may not be all inclusive of the duties I will be required to perform.

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

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

**Employment Disclaimer:** *This job description is not a contract – management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability or status as a disabled veteran of the Vietnam era. This organization is an Equal Opportunity Employer.*