



*Interested in joining a dynamic team working to help people and pets in our community? Join the HOV team!*

<b>Job Title:</b> Front Desk Coordinator	<b>Department:</b> Operations
<b>Status:</b> Full-Time / Non-Exempt	<b>Pay Rate:</b> \$19.50/hr
<b>Benefits Eligible:</b> Yes	<b>Posting Date:</b>
<b>Hours:</b> 36 Hours / 4 Days per week - Holidays and one weekend day per week required. (Must be available from 8AM until 6PM, including holidays and weekends)	

**Position Summary:** Responsible for the daily operations and cleanliness of the front desk, lobby and entry area of the shelter. Ensures the front desk functions in an organized, efficient, and coordinated manner, abiding by all HOV policies and procedures. Performs a range of office support activities. This position serves as the first impression of HOV to all patrons, volunteers and donors, and must always maintain the highest degree of customer service.

The Front Desk Coordinator works closely with administrative staff, animal care staff, behavior staff, vet clinic staff, and volunteers, and must act as part of a harmonious team. Additional duties will be assigned as needed to meet the needs of HOV at the discretion of the Assistant Operations Director or Operations Director.

This position reports to the Assistant Operations Director.

**Essential Duties & Responsibilities:** To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential duties.

**Customer Service:**

- Maintains positive public relations and acts as an ambassador for all interfaces in a manner upholding the mission and goals of HOV.
- 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.
- Fields all inquiries thoroughly and knowledgeably. Practices a warm handoff when it is necessary to direct callers or visitors to another staff member.

- Maintains an accurate front desk call log to create a record of all voicemails and to ensure calls are returned in a timely manner.
- Looks for opportunities to promote HOV's adoption, volunteer and community outreach programs when speaking with callers and visitors.
- Manages lost and found calls and reports, following up with owners and finders as necessary. Checks reports and social media posts against incoming animals.
- Thanks all visitors for coming to the shelter and makes a point to acknowledge volunteers and donors to thank them for their support.
- Maintains an adequate food supply on the community pet food bank cart. Ensures the cart is accessible to community members.
- Notifies the AOD/OD of any complaints received at the front desk.
- Recommends ways to improve efficiencies in front desk operations to better service the organization and community.
- Trains all front desk and front desk fill-in employees on front desk procedures.
- Other duties as assigned.

#### **Administrative:**

- Develops and maintains a front desk procedure manual.
- Orders and maintains an appropriate supply of front desk forms, receipt books, logs, city licenses and ACO forms.
- Monitors inventory of general front desk office supplies. Ensures office supply purchaser is notified of needed supplies to maintain an appropriate stock.
- 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.
- Enters information of all animals coming into and leaving the shelter into the shelter database.
- Enters all diagnosis for animals' medical conditions in the shelter database.
- Maintains annual animal intake log by entering animal information and disposition in conformance with HOV procedure.
- Collects necessary boarding, RTO, adoption, rental and cremation fees as applicable. Prepares accurate receipts.
- Collects donations and completes donation forms for the Development staff. Prepares accurate receipts.
- Balances all funds collected at the front desk against receipts and prepares the Daily Sales Report.
- Maintains the cremation log and calls owners for pick up when cremains are returned to the shelter.
- 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.

- Prepares accurate monthly animal control and city licenses reports. Submits reports to HOV accountant and ACOs.
- Files adoption, animal control and city license records as needed.
- Ensures stray cat page of website is up to date with photos to facilitate owner reclaim.
- Maintain document retention procedures including secure storage and destruction.
- Coordinate organizational supply system including maintaining current inventory, purchasing and stocking office, animal care and facility supplies.
- Provide administrative support to HOV's senior management team and Executive Director.

#### **Animal Care:**

- Helps maintain the security of all animals coming into and leaving the shelter.
- Assists with surrender, reclaim and adoptions as necessary.
- Assists with daily animal care duties as necessary.

**Qualifications & Requirements:** The requirements listed below are representative of the knowledge, skills, and ability required.

- Clear and professional communication skills, both oral and written, especially in relation to customer service.
- Highly organized and detail oriented.
- Ability to problem solve in a fast-paced environment and to determine when it's appropriate to elevate a situation to a supervisor.
- Ability to lift and carry 50lbs.
- Must be willing to work holidays and weekends
- Must maintain an ongoing commitment to the mission, vision, policies and goals of HOV.

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

**To Apply:** Visit our website at <https://www.heartofthevalleyshelter.org/about-us/#Employment> to complete our online application. To be considered as a candidate for this position, an online application must be submitted.

I understand this job description is intended to only provide an overview of the job responsibilities and requirements. It is not intended to be construed as an all-inclusive list of duties, skills, and abilities. Additional job duties and requirements may be assigned by supervisors as necessary. This job description does not represent an expressed or implied contract of employment, and Heart of the Valley reserves the right to change this job description and/or assign tasks as the needs of the organization dictate.

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

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

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