



JOB TITLE: Receptionist

Status: XXX hours a week with some evening and weekend hours

Hourly Wage: XXX per hour (depending upon experience) with 90 day probation

Reports to: Shelter Director

Benefits: PTO, Sick Leave, Companion Life (*similar to AFLAC*)

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Welcome guests with a warm and friendly demeanor
- Adopt animals to their new adoptive family
- Intake of stray and surrendered animals
- Assist CVT with animals when needed
- Respond to customer problems and concerns regarding adopted animals as necessary
- Maintain proper animal records
- Evaluate animal temperaments and manage related paperwork
- Notify Shelter Director when supplies are low and assist with restocking
- Attend meetings and trainings as assigned by Shelter Manager and Shelter Director
- Assist kennel assistants occasionally with routine cleaning
- Assist with recruitment, training and support of staff and volunteers while offering positive helpful direction
- Perform daily cleaning routines

RECEPTIONIST QUALIFICATIONS/SKILLS:

- High School Diploma or equivalent.
- Excellent communication and customer service skills; professional telephone etiquette.
- Ability to learn and effectively communicate behavioral and medical information about the animals.
- Knowledge of computers and relevant software applications including MS Office and Google Docs. Capable of learning our adoptions software. Ability to type proficiently.
- Ability to establish and maintain effective working relationships with volunteers, co-workers, and management.
- Learn dog/cat breed characteristics, companion animal behavior, and general veterinary practices and be able to convey that information accurately to the public.
- Ability to handle customer needs, including complaints, with confidence.
- Ability to remain calm and show compassion in difficult situations.

ANIMAL HANDLING:

- Must learn characteristics of animal behavior (for example: be able to identify aggressive or fearful behavior)
- Must possess excellent physical reflexes
- Should self-identify limitations and be willing to ask for help
- Must be proficient at animal restraint for various procedures, including the appropriate use of safety equipment for fractious or feral animals

PHYSICAL REQUIREMENTS must be able to:

- Work standing or sitting for 8 or more hours
- Lift and carry up to 50 pounds occasionally throughout the day with help
- Bend and kneel repeatedly
- See fine detail in a variety of situations
- Have a reasonable degree of agility to move through tightly cramped areas in various situations
- Work in potentially extreme environmental temperatures
- Possess excellent hand-eye coordination

EMOTIONAL AND MENTAL REQUIREMENTS:

- Work under stressful conditions, and work efficiently and effectively under those conditions
- Respond quickly to a variety of medical situations
- Cope with animal death either due to surgical complication or euthanasia
- Ability to rapidly and accurately process information
- Ability to recognize need for assistance and ask for help
- Ability to control instinct (for example: while restraining it is often required to tighten grip and NOT release an animal that begins to struggle)
- Ability to make decisions
- Ability to cope with frustrating situations while remaining calm

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without accommodations. Individuals may need to sit or stand as needed. Duties may require walking primarily on a level surface for periodic periods throughout the day; reaching above shoulder heights, below the waist or lifting as required to file documents or store materials; and, provide care and supervision of domestic animals up to 150 pounds throughout the workday. Proper lifting techniques required.

This job description is not intended to be an exhaustive list of all duties, responsibilities, skills, efforts or working conditions or qualifications associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise or require that other or different tasks be performed as circumstances change.