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**TITLE: Full-Time Client Service Representative**

Professional Client Service Skills:

* Display exceptional interpersonal communication skills
* Possess a strong desire to help people with their interests, needs and inquiries involving animal welfare and ownership
* Commitment to the shelter mission to prevent animal cruelty
* Work well in a team environment while being able to self-initiate within organization guides

Fundamental Job Responsibilities:

* Maintain shelter animal records
* Responsible for the admission and disposition of animals
* Maintain accurate, detailed records of all animals in the shelter – place notes in animal files and the digital database to keep information up-to-date
* Screen and schedule incoming animal admission appointments
* Record lost and found reports of local pets
* Follow up on special cases: quarantine, domestic violence, fire/storm victims

Working knowledge of:

* Computers (Windows, M/S Office products)
* Fax/Copy/Scanning equipment
* Charge card readers
* Adaptability to learn Cornerstone Software by Idexx and other shelter-based software

Duties Include:

* Report/record daily statistical information
* Balance daily financial reports
* Greet, assist, and direct public
* Answer telephone calls promptly, courteously and give accurate information
* Educate general public on good pet ownership and wildlife in the community
* Sell/promote merchandise and fundraising items or events

Basic Requirements:

* High School diploma or equal certificate
* Ability to speak and understand English. Qualified candidates possessing conversational bilingual skills will receive additional consideration

**Schedule: 10:00 AM to 5:00/7:00, involves weekends.**

**Salary TBD**