

Capital Area
Humane Society
adopt 🐾 adore 🐾 advocate

Job Title:	Customer Service Associate / Adoption Counselor
Department:	Customer Care
Classification:	Full time and Part time, hourly, non-exempt, non-seasonal (evenings and weekends required)
Job Relationships:	Supervised by Customer Care Manager, supervises assigned volunteers
Position Summary:	Responsible for ensuring an exceptional customer experience for clients interested in adopting an animal from the Humane Society. Counsels the public in selecting pets, processes adoption applications, and explains Humane Society adoption policies, requirements, and procedures. Serves as a sales associate in the retail store.

Duties and Responsibilities:

1. Serves as the primary customer service provider for Humane Society clients, during and following adoption.
 - Provides counseling and support for new and recent adopters.
 - Provides general information about the behavior and care of animals available for adoption.
 - Educates existing and potential adopters regarding common veterinary practices and procedures.
 - Conducts follow-up calls, providing support and counseling following adoption for Humane Society clients.
 - Assists clients picking up adopted animals following surgery, answering questions and providing post-operative instruction.
2. Cross-trained to provide customer services in the Admissions Department as well as the Vet Services Department.
3. Serves as a sales associate for the Humane Society's retail store including assisting clients with selecting retail products and completing financial transactions.
4. Assists the Customer Care Manager in supervising volunteer staff in order to provide high quality service and support for clients, other paid and volunteer staff and other animal welfare agencies.
5. Assists with cleaning and maintenance of the lobby, adoption area and other public areas of the facility.
6. Promotes communication and cooperation between Society departments. Provides staff and volunteers with guidance and promotes professional development.
 - Works closely with the Veterinary Services Department to ensure accurate communication of information regarding an animal's health and behavior to potential adopters.
7. Participates on committees as assigned by the Customer Care Manager.

8. Performs other duties and special projects as assigned by the Customer Care Manager.
9. Actively promotes the Society's mission, services, programs and events. Participates in fundraising as assigned.
10. Actively supports staff and volunteers and promotes the development of skills related to the advancement of our goals and mission. Represents the Society in a professional and courteous manner at all times. Provides quality service to customers, volunteers, and staff recognizing their individual contribution to the success of our organization.

Skills & Qualifications:

Excellent communication and customer service skills. Detail-oriented, exercises good judgment when dealing with the public and staff, able to exercise good judgment when dealing with confidential information. Committed to maintaining the integrity of the Society's adoption program and the mission of the Capital Area Humane Society.

High school diploma or equivalent; demonstrated experience in customer service and working with potentially difficult customers. Knowledge of and experience working with animals preferred. Must possess a valid Ohio Driver's License and insurable driving record. No allergies to animals.

Working Conditions:

Work is performed in a normal shelter setting. Adoption areas are high traffic, high activity areas. Subject to animal bites and scratches while handling animals of questionable temperament. Occasional lifting of up to 50 pounds with reasonable accommodation. Working for 8 to 10 hours at a computer workstation, answering phones and working with clients.