



Job Title: Customer Service Representative

Reports to: Executive Director

FLSA Status: Non exempt - hourly

General Summary:

Customer Service Representatives are responsible for client care at the Humane Society of the Black Hills. They provide impeccable customer service; imparting accurate information; maintaining a safe and healthy environment; processing sales transactions; and keeping precise records.

Essential Duties and Functions:

People Care

- Provide quality customer service to clients, volunteers and staff while actively promoting the Society's mission, services, programs, and events.
- Assist clients with returning their animals to them, taking in owner surrender animals, and stray animals.
- Encouraging clients bringing in stray animals, looking for their lost animals, or clients who have found animals to fill out designated forms with all pertinent information accurately and completely.
- Obtain any and all information available with regards to animals that are surrendered, by utilizing profiles, asking questions, and making calls to veterinarians to verify vaccinations.
- Facilitate client/animal interactions to insure a safe and pleasant experience.
- Answer telephone calls promptly and courteously, providing accurate information.
- Facilitate retail sales
- Model and encourage the humane treatment of animals.
- Promote donation and giving opportunities as appropriate; accept and acknowledge monetary and in-kind donations.
- Represent the Humane Society in a positive manner by professional personal appearance.

Record Keeping

- Complete all necessary form and data entry to process incoming and outgoing animals.

- Complete timely and accurate computer data entry; ensure data integrity using both paper and computer based filing systems.

Financial Responsibility

- Responsible for incoming financial transactions.
- Responsible for closing and balancing cash drawer
- Responsible for inventory of all retail items.

Facility Care

- Ensure the lobby and work stations are kept clean, orderly and maintained daily.
- Operate and maintain general office equipment and report equipment or supply needs.

Volunteers

- Work cooperatively with all volunteer and recognize the talent and commitment they bring to the Society.

Safety

- Ensure a safe work environment; following all safety guidelines, including PPE, and modeling safe work practice.
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal, or the organization at risk.

Physical Requirements and Work Environment:

- Work is performed in a kennel/shelter setting.
- Frequent bending, reaching, kneeling, and sitting at a computer workstation 4-8 hours per day.
- Exposure to disinfectant solutions when in kennel area.
- Subject to animal bites and scratches while handling animals.
- Occasional lifting of up to 50 pounds with reasonable accommodations.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.

Qualifications:

- High School diploma or equivalent.
- Customer service experience.
- Available to work weekends, holidays, and overtime as needed.

Knowledge, Skills, and Abilities:

- Commitment to the mission, values, goals, and success of the Humane Society of the Black Hills.
- Highly motivated, out-going, polite, and professional manner.
- Team player, able to work in a fast-pace environment and multi-task.
- Compassion for animals, comfortable working in the shelter environment.
- Knowledge of animal breeds and behavior helpful.
- Computer skills.

This job description reflects the general details of the specific job and is not necessarily a complete listing of all the work assignments that may be required.

By signing below I acknowledge that I am 18 years of age or older and I am physically able to perform the duties mentioned above. I also am signing that I understand and accept that the Humane Society of the Black Hills "Drug Free Workplace" Policy. I know I may be asked to submit to a urinalysis or blood test at the expense of my employer in random selection or for cause. Refusal will result in termination.

Signature

Date

HSBH Representative Title