

Customer Service Representative (CSR)

Northwoods Humane Society

Wyoming, MN

Position Purpose: Provide excellent customer care, while fostering an environment of inclusion and accountability. These responsibilities are expected to be completed through respectful, professional, and timely conduct and communication.

Accountability:

Reports to: Executive Director

Directly Supervises: None

Indirect Oversight Of: Volunteer Dog Walkers and Cat Socializers

Budget: N/A

Status: Part-time, hourly position which may include weekend, evening or holiday hours.

Participate as a collaborative member of Northwoods Humane Society

1. Actively participate as a member of NHS's team
2. Follow NHS policies, procedures and protocols
3. Ensure animal welfare is promoted and maintained
4. Tolerate the environment of the shelter, both inside and outside
5. Represent NHS in a professional manner when dealing with staff, volunteers, outside organizations, agencies, individuals and the public. Reflect a good public image for NHS at all times and be of service to the area's people and animals
6. Seek opportunities to network with colleagues to focus on positive, collaborative outcomes
7. Observe conditions within the organization and make suggestions and recommendations for change or improvements.
8. Work cooperatively with others and share responsibilities as directed
9. Maintain regular, constructive, respectful communication with all colleagues, volunteers and customers
10. Report animal health or behavioral concerns following proper procedures
11. Participate in NHS program evaluation activities as directed
12. Adhere to set work schedule and follow policies regarding time off and missing shifts
13. Report to work on time and utilize work time effectively to fulfill position tasks
14. Submit time cards to supervisor as directed

Essential Duties and Responsibilities

1. Ensures that excellent customer care is delivered at all times
2. Greets and assists customers, answering phone calls as needed and scheduling appointments
3. Processes animal adoptions using Petpoint software and cash register
4. Daily reconciliation of all transactions and filing of records
5. Takes dogs and cats out of kennels for customers
6. Knowledge of current animals and ability to make suggestions about animal fit to potential adopters

7. Ensures a safe and welcoming environment for visitors, including clearing entrances and walkways of snow and donations
8. Participates in other shelter duties as assigned

Qualifications (Required):

- High school graduate
- Strong organizational and communication skills
- Customer service experience
- Comfortable working with technology and ability to learn new computer software programs
- Comfortable working with dogs and cats
- Must demonstrate effective, proactive verbal and written communication skills
- Ability to work on own initiative and meet deadlines through strong organizational skills, human relations, and communication skills
- Commitment to the objectives of the organization
- Must demonstrate flexibility and adaptability to change
- Ability to foster a collaborative work environment, while maintaining professionalism and respect among all staff and volunteers

Qualifications (Preferred):

- Some college or vocational training
- Experience with and knowledge of animal welfare and animal handling

Knowledge, Skills and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Understanding of mission, vision, goals and objectives
- Ability to inspire/motivate others
- Demonstrate skills for safety awareness in all work environments
- Self-motivation
- Skills to manage change and ability to adjust quickly to situations
- This position can be physically demanding. The employee must be able to do the following:
 - Bending and stooping
 - Reaching
 - Prolonged standing
 - Walking
 - Squatting
 - Kneeling
 - Lifting up to 50 pounds
 - Handling dogs and cats of various sizes (leash-walking, collaring, restraining and/or lifting)
 - Walking on uneven ground/ramp
 - Climbing on step stool or ladder

