



### **Client Services Representative (Evans, CO location)**

<b>Job Title:</b>	Client Services Representative (CSR)
<b>Department:</b>	Shelter - 02
<b>Job Classification:</b>	Full-Time or Part-Time, Hourly, Non-Exempt Position
<b>Job Relationships:</b>	Reports to Client Services Supervisor(s) and/or Shelter Supervisor(s) Provides support and training to assigned volunteers

This position represents the Organization in a professional and courteous manner and provides quality client service at the Shelter’s front desk. This position requires learning a wide range of policies and procedures and the ability to enter complete and accurate data into our computer system. The position includes animal handling responsibilities. Tasks include assistance with adoptions, intakes, returns and more. Animals in our care include dogs, cats, small mammals and more. CSR positions may be either full-time or part-time providing client services. Work schedules will include at least one weekend day shift and overtime as required. Shifts vary and cover 8:30AM – 6:30PM Monday-Friday and 8:30AM – 6:00PM Saturday-Sunday and are subject to change. Holiday availability is required, as is nighttime availability.

#### **Major Duties and Responsibilities:**

- Provides quality in-person and telephone client service
- Deals directly with law enforcement, fills out tickets, and serves tickets, summonses and more.
- Educates clients on responsible animal guardianship, animal care and local ordinances
- Conducts animal adoption counseling, has a good understanding of evaluations, medical history and any other paperwork that needs to be covered with client
- Completes animal adoptions and returns to owners, ensuring all transaction payments, paperwork and computer records are complete and accurate
- Processes stray and relinquished animals, enters computer data, vaccinates and completes necessary paperwork
- Ensures that lost reports and morning/closing checklists are done accurately and completed as assigned
- Conducts post adoption follow up calls with clients
- Becomes animal handling certified and consistently follows safe animal handling and work procedures
- Handles a variety of animals including both domestic and some non-domestic of varying degrees of temperament and medical status. Shelter animals include dogs, cats, small mammals and more. Includes direct handling of animals on bite confinement and sick and/or aggressive animals.
- Photographs animals
- Becomes vaccination certified and administers animal vaccinations
- Completes daily record keeping, scanning and filing tasks
- Completes disease control and cleaning of public areas daily and ongoing throughout the day
- Adheres to the standards of professional conduct and communicates in a professional manner with clients, staff, management and volunteers
- Uses organization’s radios to effectively and consistently stay in contact with other staff
- Maintains solid attendance and punctuality
- Assists in daily feeding of animals and cleaning of kennels, cages, and public areas while following feeding instructions and disease control protocol to ensure a safe, healthy environment for the animals in our care. These tasks are done both inside and outside in the elements, regardless of time of year.
- Adheres to organizational policy around the frequent usage of PPE (personal protective equipment) to prevent disease spread to animals and humans.

#### **Other Duties:**

- Solicits donations from clients and assists with in-kind donations
- Informs Veterinary Staff, Behavior Staff, and/or Supervisor(s) about animal health or behavior concerns

- Performs liaison duties as needed
- Serves on committees and task forces as assigned
- Cross-trains in other shelter departments and supports other departments and staff
- May provide transportation of shelter animals as needed
- Other duties as assigned

**Job Qualifications:**

**Education/Experience:** Minimum of high school diploma or GED; Minimum of 1 full year of customer service work experience in a fast-paced environment with a variety of client needs. Previous animal welfare work and handling experience is a plus. Bilingual English/Spanish reading, writing, speaking and understanding is a plus and includes a wage premium.

**Knowledge:** Knowledge of animal breed, behavior, and handling; Must become animal handling certified; Knowledge of Chameleon or associated shelter software a plus; Knowledge of Microsoft Office applications (Access and Excel)

**Skills/Abilities:** Effective and professional verbal communication skills for in person and telephone contact; Excellent customer service skills, particularly with a variety of client situations; Able to prioritize duties and perform multiple tasks; Able to work in a high-stress, fast-paced environment; Solid computer skills; Ability to learn, retain and communicate a wide variety of information; Detail orientation. Must have emotional intelligence, work ethics and integrity skills including the ability to communicate in a professional manner and work collaboratively with members of staff at all levels. Able to work with the animals within the Shelter’s care. This includes the ability to work visually and audibly, with animals both alive and deceased, including dogs, cats, small mammals and more; Able to learn specialized software quickly; Able to work with disinfectants and cleaning supplies; Able to perform physical work including scrubbing, mopping, lifting, walking, and bending. Able to quickly learn and maintain adherence to the Organization’s Standards of Professional Conduct. Ability to maintain solid attendance and punctuality expectations. Able to work a flexible schedule including evenings and weekends as required.

**Other:** Must be at least 18 years of age. For employees 21 years of age or older, Valid Colorado Driver’s License and insurable driving record required. Must maintain personal vehicle insurance requirements. Employees under 21 years of age are restricted from driving a vehicle on behalf of the Organization due to insurance restrictions. Overtime will be required for full time employees.

**Working Conditions:**

**Work Environment:** Work is primarily performed in the animal shelter setting both indoor and outdoor; Potential for exposure to zoonotic diseases and cleaning chemicals; Potential for exposure to dangerous and fractious animals; Potential exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals; Potential exposure to hay and dust; Potential exposure to deceased animals; Potential for exposure to various weather conditions when working outside.

**Physical Activities:** Occasional lifting of up to 50 pounds without assistance and more with assistance; Potential for standing on feet and/or sitting for 8 to 10 hours per day; Work includes answering phones and performing data entry; kneeling; squatting; lifting; bending; cleaning rooms and cages; scrubbing; mopping; walking dogs on a leash; animal restraint; and handling needles and syringes. Audibly hearing; verbally communicating and visually seeing. Occasional driving may be required (if 21 years of age or older).

**NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.**

**We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.**

