



## **JOB DESCRIPTION**

**JOB TITLE:** Client Services Representative

**DEPARTMENT:** Client Services

**ACCOUNTABILITY:** Client Services Manager

**FUNCTION:** Under direct responsibility of the Client Services Manager, the Client Services Representative is responsible for the daily tasks and functions as they relate to the job responsibilities outlined below. The team is responsible for delivering courteous, informative and helpful service to Clients of ROCKINGHAM HARRISONBURG SPCA; performing intakes and outcomes; contributing towards departmental goals; and implementing best shelter practices to maximize the impact of ROCKINGHAM HARRISONBURG SPCA's lifesaving efforts.

## **DUTIES AND RESPONSIBILITIES**

### **General:**

1. Perform duties in a manner which encourage attainment of R-H SPCA goals.
2. Work courteously and cooperatively with the staff, volunteers, fosters, adopters, partners and donors to ensure that all R-H SPCA policies and procedures are followed and new ones implemented successfully.
3. Ensure quality care and humane treatment for the animals owned by the R-H SPCA.
4. Maintain confidentiality regarding client information and other sensitive shelter operations.
5. Participates in meetings with other staff members and shares ideas and suggestions designed to improve working conditions, welfare of pets and the organization.
6. Maintain the ability to follow policies and procedures.
7. Maintain throughout the day, a clean and inviting working environment that ensures a positive client experience. Responsibilities include, however not limited to, emptying trash, sweeping, mopping, window cleaning of all public areas and intake rooms, putting away donated items.

### **Administrative:**

1. Assist with maintaining accurate paperwork including but not limited to medical records, intakes, outcomes, and euthanasia including both manual and electronic record keeping.
2. Maintain throughout the day, ROCKINGHAM HARRISONBURG SPCA info email account with a direct response or distributing information to appropriate staff via verbal communication or email.
3. Answer phones and handle all inquiries with thorough and complete results.
4. Process all payments and reconcile receipts with transactions and deposit slips.

#### Communication:

1. Communicate professionally and with a high level of customer service with ROCKINGHAM HARRISONBURG SPCA staff and managers regarding people service (including customers, volunteers, fosters) as well animal care.
2. Communicate well in person, via email and telephone with individuals within the organization and outside to ensure success of the programs.

#### Intakes and Outcomes:

1. Process adoption applications and the communication and follow-up for adoption matches, non-matches, and denials.
2. Provide pre-surrender counseling to ensure customers' understanding of ROCKINGHAM HARRISONBURG SPCA services and alternatives to surrender.
3. Assist Foster and Rescue coordinator with scheduling and pickup / drop off of foster animals.
4. Perform intake and outcome related functions in shelter software ensuring accuracy and completeness of animal records.

#### Volunteer Management and Development

1. Engage volunteers and share knowledge with them to best utilize their time with the R-H SPCA.

#### Additional Considerations

- Flexibility in scheduling is a must. This position will include weekend and holiday work.
- Perform related work as required.
- Job responsibilities and opportunities may change as organizational needs change and grow.

#### TRAINING AND EXPERIENCE

- R-H SPCA is seeking a progressive, quick thinking, dynamic individual who brings animal handling and people skills along with passion, commitment and enthusiasm for our mission and accountability for their work.
- Demonstrates approachability when dealing with the general public. Experience in interacting with the general public (customer service) preferred.
- Demonstrates ability to create and encourage a positive work environment.
- Accurate, appropriate, clear and concise written and verbal communication skills. Strong listening skills.
- Ability to make sound judgments and work independently in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Must have proficiency with Microsoft Office, Google e-mail, Google calendar, Google documents. Comfortable learning new software programs and using online information systems.
- Ability to professionally advocate ROCKINGHAM HARRISONBURG SPCA position on issues.
- Proven organizational skills and attention to detail.
- Valid driver's license with access to transportation to drive on organization business.

- Fluency in Spanish and English strongly preferred.

**PHYSICAL REQUIREMENTS:**

Working at a computer for extended periods of time with repetitive typing, arm and hand motion. Ability to lift 40 lbs., stand for long periods of time, move quickly, work with and around animals (including diseased, injured and/or potentially aggressive animals), loud noises, chlorine or other chemicals, inclement weather along with evening, weekend and holiday work times.

**COMPENSATION**

This is an hourly position offering a competitive rate based on experience. After a period of employment, the Client Services Representative is eligible for medical insurance and PTO.

**NATURE OF EMPLOYMENT**

The Client Services Representative is a non-exempt position, which generally requires an average of 24 hours per week and may include travel, weekend, evening and holiday work.

There is no minimum period of employment guaranteed or implied by acceptance of an offer of employment. It is the policy of the ROCKINGHAM HARRISONBURG SPCA that employment for this position is at will, which means that employment for no specified term and the employee or agency may terminate that employment at any time without cause. This job description serves as a guide.

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Employee Signature

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Date