



Job Title: Call Center Representative
Department: Call Center
Reports To: Call Center Manager
FLSA Status: Non-Exempt, Hourly

SUMMARY

The Call Center Representative is the first point of contact for League patrons. Employee provides information and assistance to shelter clients in questions pertaining to all departments. Answers phone inquiries from citizens and assists clients in navigating the League's website.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following;

- Utilizing a multi-line phone system and computer-based software to answer and track external calls
- Responding to inquiries via live chat and social media
- Interface and cooperate with other departments in the organization
- Assist in updating reference guides
- Assist in training and overseeing volunteers in the Peggy Adams Animal Rescue League Call Center to ensure that calls are routed and handled effectively
- Present to and recruit volunteers at general open house
- Navigate and update the Chameleon shelter database software
- Other duties as assigned

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

- Must support the League's mission, policies and practices
- Must be able to type a MINIMUM 25 WPM
- Must be well versed in Windows OS, Microsoft Word, Outlook and Excel
- Must be able to problem solve
- Must have a background in customer service and/or Call Centers
- Must have the ability to work in a constantly changing team environment

- Must be able to provide accurate information at all times
- Must have excellent oral and written communication skills
- Must have excellent phone etiquette
- Must be able to work weekends
- Must have a high-level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy
- Must adhere to the company's dress code
- Must have the ability to deal tactfully and effectively with the public

PREFERRED QUALIFICATIONS

- Bilingual English/Spanish
- Previous 911 telecommunicator, dispatch or call center experience
- Previous computer-based phone software experience
- Experience with animal sheltering process
- Working knowledge of Chameleon shelter database

EDUCATION and/or EXPERIENCE

- High School Diploma or GED
- Three years of customer service experience
- Able to perform the responsibilities of the supervisor position

COMPUTER SKILLS

- Microsoft Windows OS and Office
- MINIMUM 25 WPM

EQUIPMENT USED

- Mitel multiline phones
- Mitel computer-based phone software
- Computer running Windows OS
- Microsoft Office suite
- Google Chrome browser and Internet explorer
- Chameleon shelter database software
- Pure Chat

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is consistently required to sit. They are required to work in front of a computer monitor for the duration of their shift. In addition, the employee is constantly required to talk, hear and use hands for grasping, reaching, typing and other operative tasks. The employee is required to stand or move frequently. The employee will also be required to bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently exposed to a climate controlled indoor office environment. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name _____

Date: _____

Employee Signature _____