



Peggy Adams
ANIMAL RESCUE LEAGUE

Job Title: Client Services Representative
Department: Operations
Reports To: Client Relations Manager
FLSA Status: Non Exempt, hourly

SUMMARY

First point of contact for League patrons. Provides information and assistance to clients regarding all programs and services offered. Monitors and maintains the records pertaining to these same areas. Answers phone and e-mail inquiries from citizens. Ensures a clean, safe and operational work area. Assists adoption team when needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Interface with clients in a diplomatic and tactful manner in order to assist them with all aspects of the Leagues programs and services
- Entry of data relating to all League programs and services
- Assist adoption team as a fill-in adoption coordinator when needed
- Handles phone calls and emails from clients, when appropriate, transfer to the correct department
- Handle "walk in" client needs in all areas of League programs and services
- Interface and cooperate with other departments within the League
- Ability to handle cleaning of areas where animals are waiting for assistance (ie: urine, fecal matter, bodily fluids, dirt and mud)

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 have a background in customer service or front desk reception
- Must support the Animal Rescue League's mission, policies and practices
- Must be able to provide accurate information to the public at all times
- Must adhere to the company's dress code
- Must have the ability to deal tactfully and effectively with the public

- Must have excellent oral and written communication skills
- Must have a detailed knowledge of organizational systems including, but not limited to; computers, telephones
- Must be computer literate
- Must be available seven days a week (weekends required)
- General knowledge of applicable federal, state, county and city animal welfare regulations
- Detailed knowledge of applicable office skills
- General knowledge of animal care, housing and behavior
- High level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy

PREFERRED QUALIFICATIONS

- Working knowledge of Chameleon
- Proficient in Microsoft Office applications
- Retail sales and/or customer service experience
- Bilingual (Spanish preferred)

EDUCATION and/or EXPERIENCE

- High School Diploma or GED
- Experience and/or training involving retail sales or customer service

COMPUTER SKILLS

- Working knowledge of Outlook, Word and Excel
- Ability to complete data entry

MATERIALS and EQUIPMENT USED

- Multiline phone system
- Computer
- Copier
- Cash Register and POS systems

PHYSICAL DEMANDS

The physical demands described here are representative of those that must 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. In addition the employee is constantly required to talk, hear and use hands for grasping, reaching and other operative tasks. The employee is required to stand and 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 50 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 an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors, fecal matter and animal fur.
- The noise level in the work environment is usually moderate to loud.

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 _____