



Job Title: Receiving Coordinator
Department: Operations
Reports To: Receiving Manager
FLSA Status: Non Exempt, hourly

SUMMARY

Represents 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 animal intake. Answers phones and e-mail inquiries from citizens. Ensures a clean, safe, and operational work area.

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

- Understands the resources of the organization at any given time, so intake is in alignment with organizational resources (capacity, staffing, medical, behavior, age)
- Understands and utilizes organization's programs and services to keep pets in homes where possible (food bank, vaccine vouchers, spay/neuter services)
- Handles phone calls and emails from clients or, when appropriate, transfer to the correct department
- Handles "walk in" client needs in all areas of League programs and services
- Interfaces and cooperates with other departments in the organization
- Maintains and updates the intake calendar for all animal surrenders
- Interfaces with clients in a diplomatic and tactful manner in order to assist them with all aspects of the League's programs and services
- Understands and embraces the Pet of Life model
- Works in partnership with Animal Care and Control to reduce intake
- Handles cleaning of areas where animals are waiting for assistance (ie: urine, fecal matter, bodily fluids, dirt, and mud)
- Handles and works with dogs and cats of all breeds, sizes, and temperaments
- Frequently interacts with and occasionally trains volunteers in accordance with League standards.

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, skills, and/or abilities 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 be able to work in a moderately stressful environment and handle difficult clients in a respectful and professional manner
- Must have ability to deal tactfully and effectively with the public
- Must adhere to the company's dress code
- Must have excellent oral and written communication skills
- Must have a detailed knowledge of organizational systems including, but not limited to, computers and telephones
- Must be computer literate
- Must be available seven days a week (weekends required)
- Possess general knowledge of applicable federal, state, county, and city animal welfare regulations
- Possess detailed knowledge of applicable office skills
- Possess general knowledge of animal care, housing, and behavior
- Have a 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
- Clean driving record and valid driver's license
- Bilingual (Spanish preferred)

EDUCATION and/or EXPERIENCE

- High School Diploma or GED
- Experience and/or training involving 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 / Scanner
- Leashes, Collars, Harnesses
- Cleaning and sanitizing chemicals
- Vehicles

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. 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 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 _____