ANIMAL FRIENDS HUMANE SOCIETY
CUSTOMER CARE TECHNICIAN JOB DESCRIPTION

TO APPLY: Submit resume, cover letter and contact information for three professional references to AnimalFriendsHS@butlercountyohio.org. Please, no phone calls.

Animal Friends Humane Society (AFHS), located at 1820 Princeton Road in Hamilton, Ohio, is a non-profit organization whose mission is to promote humane principles, protect lost, homeless, abandoned and mistreated animals, and act as advocates for animals in their community. Founded in 1952, AFHS helps pets through:

- Sheltering of homeless, abused, neglected and owner-surrendered animals (> 5,000/year)
- Low-Cost Spay/Neuter Programs
- Community Cat / TNR Programs
- Dog Training Program for in-house dogs
- Pet Food Assistance Program for low-income pet owners
- Lost/Found Pet Assistance
- Adoption Program
- Volunteer and Foster Programs
- Dog Licensing
- Pet Microchipping

AFHS is a growing non-profit organization with a current annual budget of approximately $1,000,000, twenty-five staff, and 100+ volunteers.

PURPOSE OF POSITION:

The Customer Care Technician is our customer’s first contact when calling or visiting AFHS, and as such carries a significant role to ensure excellent customer service. The Customer Care Tech is responsible for maintaining a professional environment by answering high volume phone and email inquiries, scheduling appointments, maintaining proper data entry, and facilitating all intake and outcome procedures of animals through AFHS. The Customer Care Technician will counsel potential adopters to not only determine if they are a good fit, but to educate and prepare adopters for what bringing home a new pet entails. The Customer Care Technician represents AFHS in a professional manner and supports the mission of AFHS.

Status: The position is hourly, non-exempt, 40 hours/week, Sunday through Thursday (Sun, Mon, Tue 9am-5pm; Wed, Thur 11am-7pm). The position reports to the Office Manager and Operations Manager. Performance evaluations will be given after the first three months and first twelve months of work and annually thereafter.
ESSENTIAL DUTIES AND RESPONSIBILITIES:

• Efficiently and accurately keeps records and maintains a high quality of data input
• Provide excellent customer service by greeting, welcoming, directing, and assisting visitors
• Daily maintenance of company email
• Follows all procedures for office responsibilities such as stray intakes, owner surrender intakes, return-to-owners, licensing, animal control issues, adoptions, rescue transfers, and all other intake and outcome procedures.
• Completes daily operations of the front office ensuring the most effective use of limited resources while providing exceptional customer services and following all shelter policies and procedures.
• Daily tasks include data entry, filing, processing adoption applications, reporting bite cases, issuing dog licenses, investigating lost & found pet reports, scheduling appointments, responding to voicemails/emails, issuing low-cost spay/neuter vouchers, and other duties assigned by management
• Receive and process incoming money and create receipts, complete daily cash reports, balance cash drawer daily, and handle money in accordance with shelter policies and procedures.
• Effectively defuses tense situations with customers and community members through compassionate and accurate communication to help every customer feel welcome, important, and physically/emotionally comfortable
• Maintains all office areas in an organized and clean manner
• Alerts Office Manager of needed supplies
• Reviews adoption applications and files appropriately
• Communicates behavioral and medical needs of adoptable animals to potential adopters
• Able to interact safely, confidently, and with compassion to all animals in the shelter
• Maintain safety and security by following and enforcing procedures and policies.
• Maintains a cooperative, respectful and effective working relationship with managers, other employees, volunteers, and customers.
• Maintains confidential information and records
• Ensure proper paperwork leaves with each animal, regardless of outcome type
• Actively solicits donations, promotes retail sales
• Responsible for the general cleanliness and appearance of the Front Office and restrooms in absence of Cleaning/Health Maintenance tech
Please note: All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

QUALIFICATIONS

• Education: A high school diploma, GED or equivalent
• Experience: Must have experience with cats and dogs, and previous animal handling experience is highly preferred
• Must have a valid driver’s license and reliable mode of transportation
• Strong working knowledge of Microsoft Office suite and experience with data and spreadsheets.
• Pleasant and professional appearance.
• Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework.
• Strong interpersonal communication skills required, as well as a high-level skill in written and verbal communication.
• Capable of balancing multiple priorities, with limited resources, in a fast-paced environment.
• Must be comfortable interacting with dogs and cats, many of whom may be undersocialized and/or large in size.
• Skilled in safe animal handling and have basic knowledge of animal behavior and health.
• Must comply with AFHS employee-owned animal policies.
• Enthusiasm for the mission of AFHS and helping animals in the community.
• Must be willing to work flexible hours

WORK ENVIRONMENT

Working conditions include:
• Possible exposure to dangerous, diseased, frightened and injured animals.
• Exposure to high noise levels and odors.
• Exposure to fumes or airborne particles and toxic or caustic chemicals.
• Exposure to Zoonotic disease.
• Emotional demands include euthanasia, animal abuse, and animal neglect.
• Work is a mixture of desk/computer work and some janitorial work

PHYSICAL REQUIREMENTS

• The physical demands described below are representative of those that must be met by an employee to successfully perform the essential function 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 required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear. The employee must occasionally lift and/or move up to 75 pounds. Specific vision requirements in close vision and the ability to adjust focus.

COMPENSATION: $12.00/hour