

Humane Society of Truckee-Tahoe
Adoption & Customer Service
Full Time
Non- Exempt

Essential duties and primary job purpose include the following. *Other duties may be assigned.*

It will be the responsibility of the Adoption & Customer Service Specialist, under the direct supervision of the Operations Director, to assist the public with specific adoption service needs, answer questions and concerns and provide needed information when called upon. Individuals in this classification represent The Humane Society of Truckee-Tahoe policies and procedures to the public and are expected to maintain a positive and receptive environment for those individuals visiting or calling the Humane Society of Truckee-Tahoe.

Representative Tasks and Major Responsibilities:

1. Greet and assist all customers entering the Humane Society Lobby.
2. Answer all phone calls unless busy assisting other customers. Check voicemail multiple times daily and deliver messages to appropriate personnel or return calls as needed.
3. Listen to customers and provide effective responses and remedies to their questions and needs.
4. Counsel potential adopters in selecting a pet that fits their lifestyle, discuss the responsibilities of pet ownership, show animals to prospective adopters during shelter open hours, give information about specific animals and explain the adoption process to shelter visitors.
5. Approve or decline adoptions and process them accordingly.
6. Know the temperaments and personalities of the pets available for adoption to the best of your ability.
7. Communicate principles that convey and impart an understanding of the policies and procedures of the Humane Society of Truckee-Tahoe to the public.
8. Be committed to a high standard of safety and be willing and able to comply with all safety laws and all of employer's safety policies and rules. Employee must report safety violations and potential safety violations to appropriate supervisory or management personnel.
9. Assist on an as-needed basis with the Animal Services front desk, which may include licensing pets and receiving animal relinquishments.
10. Monitor the general health of adoptable pets and notify the necessary personnel in cases concerning declining health.
11. Keep adoption rooms tidy and clean on an as-needed basis, keeping with the policies and procedures set forth by HSTT and the Town of Truckee.
12. Socialize cats and dogs when time allows.
13. Maintain, sell and restock merchandise on a consistent basis.
14. Provide guidance to volunteers, especially during the hours the Volunteer & Foster Program Manager isn't available on site.
15. Prepare animals to be available for adoption including writing bios, performing behavior assessments, creating website listings, etc...
16. Assist with various additional duties when requested by management.

Additional Duties and Responsibilities

1. Treat all animals humanely, with compassion and concern, both on and off the job and transmit these values to others.
2. Assist with tours, lectures, public education programs, fundraising activities and special events as needed.
3. Update animal related collateral as needed.

Qualification Requirements: *To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required.*

Knowledge, Skills and Abilities:

1. Required: Basic animal care knowledge. Preferred: Knowledge of domestic animals including behavior, appropriate care and housing, common health problems, disease symptoms and handling techniques.
2. Bilingual Spanish/English highly desired.
3. Ability to read and comprehend instructions, short correspondence, and memos.
4. Demonstrate personal communication knowledge, which includes effective phone skills, public speaking, and ability to communicate effectively in writing and orally.
5. Ability to write reports and correspondence.
6. Ability to effectively present information in one on one and small group situations to customers, clients, and other employees of the organization.
7. Have valid California driver's license with a clear driving record for at least one year prior to application.
8. Basic computer skills using standard office programs such as Word or similar systems.
9. Must be an energetic, friendly, creative team player with a passion for saving animals and working with people.
10. Must be able to spend a great deal of time working with and handling both dogs and cats.
11. Knowledge of decision-making techniques and skill in mediating disputes, conflicts and grievances.
12. Interest and ability to remain abreast of trends and best practices in the humane movement
13. Must be able to accommodate a set work schedule, which will include weekends and some holidays.
14. Must be able to participate in events including nights, weekends and assist in the set-up and breakdown of events when needed.

Education and Experience:

1. High School graduate or GED equivalent required. At least 6 months related animal care experience and/or training preferred.

Physical Requirements:

1. Must be able to routinely lift up to 50 pounds.
2. Must be able to perform strenuous manual labor and move quickly in an agile manner when dealing with animals and in cases of emergency.
3. Must be able to work with physically strong dogs.
4. Must be in good health.
5. Must be able to bend, stoop, hike, walk, kneel, and lift comfortably and with ease.
6. Must be vaccinated against COVID-19.

Non-Exempt Full-Time Position: Approximately 40 hours per week. Daily reporting hours and days of the week may vary according to the needs of the department. Includes weekend and holiday work.

Immediate Supervisor: Operations Director

Compensation: This position starts at \$17.00 per hour.

Employment disclaimer: ***This job description is not a contract.** The Employment Agreement, together with this job description, set forth the Terms and Conditions under which these job duties are to be performed. In the event of any conflict between these job duties and the terms of the Employment Agreement, and any other document, the terms and conditions set forth in Employment Agreement shall prevail and control.*