



## **Job Announcement Customer Care Associate**

The Placer SPCA is seeking to fill the position of Customer Care Associate. Under direct supervision of the Shelter Operations Manager, employees in this classification have the primary responsibility of assisting customers in a fast paced shelter and on the phones. Secondary responsibilities include clerical duties, and cleaning assigned areas. This position is full-time.

**About the Placer SPCA:** Located in Roseville, California, the Placer SPCA is an extremely progressive non-profit animal sheltering/animal welfare organization providing quality care to as many as 4,000 animals every year. The SPCA is growing and has plans to build a new companion animal center in the near future.

Please go to our website <http://placerspca.org/employment/> to view the job description and also to obtain a job application.

***PLEASE: No phone calls or drop-by visits. Email or fax only.***

Resumes along with a cover letter and a PSPCA job application should be sent to:  
Human Resources  
Placer SPCA  
150 Corporation Yard Road  
Roseville, CA 95678

Or email [katem@placerspca.org](mailto:katem@placerspca.org) or fax 916-782-8655.

## **Job Description-Placer SPCA**

**JOB TITLE:** Customer Care Associate

**DEPARTMENT:** Customer Care/Front Office

**ACCOUNTABILITY:** Shelter Operations Manager

**FUNCTION:** Under direct supervision of the Shelter Operations Manager, employees in this classification have the primary responsibility of assisting customers in a fast paced shelter and on the phones. Secondary responsibilities include clerical duties, and cleaning assigned areas.

### **DUTIES & RESPONSIBILITIES:**

1. Greet, direct, and assist all incoming visitors in a courteous and helpful manner. Responsibly communicate principles that impart an understanding of the policies and procedures of the SPCA. Provide guidance and answer questions regarding shelter policy, procedures, and applicable reports/forms in a positive, courteous, truthful, and tactful manner. Conduct adoption or surrender counseling, resolve informal grievances, and direct customers to other agencies as needed. \*
2. Process various Shelter forms and reports included, but not limited to: Adoption, Behavior Assessment, Release/Redemption, Surrender, Rescue, Spay/Neuter, Lost/Found, Sales, Refunds, Euthanasia, and Foster, in a timely and accurate manner. Review customer completed forms for thoroughness, and assess the need for further clarification. Maintain binders and file completed forms in the appropriate locations. \*
3. Maintain quantities of all forms/reports, educational/behavior materials, cage cards, adoption packets, miscellaneous handouts, lost/found guides, and general office supplies (paper, pens, copier toner, etc.). \*
4. Answer telephones, check and respond to voice mail messages, transfer calls appropriately, and page personnel as needed. \*
5. Maintain a clean, organized work area. Daily cleaning required. Responsible areas include: front office, lobby, education room, lavatories, adoption/socializing rooms, front parking lot, clean and provide care for the small animals in the lobby area, and/or any other animals as needed.
6. Greet volunteers. Where applicable, provide them with, and train them in, various office assignments.
7. Prioritize and coordinate job duties. Communicate and work cooperatively with other staff.

8. Transport PSPCA animals, including but not limited to dogs, cats and rabbits, to and from veterinary appointments and to and from adoption locations. This includes loading and unloading animals into crates and PSPCA vehicles.\*
9. Acquire general knowledge of pet animals to include: breeds, colors, behavior, appropriate care and housing, common health problems, and health needs. \*
10. Refer to the Shelter Operations Manager for additional duties when daily assignments are completed and perform other related duties as assigned which will ensure a positive image and/or will improve the services of the Placer SPCA.

**\*= Essential Job Functions**

**QUALIFICATIONS:**

1. Ability to read, write, speak, spell, and understand English at a level commensurate with professional job performance.
2. Valid California drivers license with a good driving history.
3. Proof of employment eligibility.
4. High School graduate of GED equivalent.
5. Ability to communicate with the public and coworkers in a professional, pleasant, courteous, tactful, and effective manner, with sometimes challenging people and situations.
6. Must be reliable and able to work independently and in a team environment.
7. Ability to perform various duties via computer using Pet Point, Quickbooks, Windows 95, Microsoft Access, and Microsoft Word/Excel. Desktop publishing skills are helpful. Also must be able to operate general office equipment (phone/fax systems, copier, adding machine, etc.)
8. Must be in good health and have the ability to perform prolonged, strenuous activity including lifting and carrying animals weighing up to 50 lbs.
9. Knowledge of domestic animals including breeds, behavior, housing and common health problems and disease symptoms is preferred but not required.
10. Willingness to attend training programs to upgrade skill levels.
11. Commitment to attend weekly staff meetings and to be a contributor.
12. Allergic condition, which would be aggravated through exposure or contact with animals, is a disqualification.

**WORKING CONDITIONS:**

1. Salary of \$11.25 per hour with incremental merit adjustments consistent with current shelter protocol.
2. All employees are at-will and may be released at any time.
3. Full-time work week, as scheduled. Some weekends will be required.
4. We have multiple locations, currently we are located Roseville and Auburn, work may be scheduled at either and/or both locations.

5. Be able to deal with an often times emotion-charged public and carry a fast paced and changing workload requiring reprioritization.
6. By the nature of the job, there is occasional exposure with dead, sick, injured, unruly, vicious and/or dangerous animals...in addition to exposure to parasites and infectious diseases.

The Placer SPCA is an Equal Opportunity Employer

THE PSPCA RESERVES THE RIGHT TO REVISE OR CHANGE THIS JOB DESCRIPTION AS NECESSARY OR AS BUSINESS REQUIRES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMNET.

I have read and agree to adhere to the Customer Care Job Description.

DATE: \_\_\_\_\_

Employee Acknowledgement