

## **Job Description-Placer SPCA**

**JOB TITLE:** Customer Care Associate

**DEPARTMENT:** Customer Care/Front Office

**ACCOUNTABILITY:** Shelter Operations Manager or Supervisor

**FUNCTION:** Under direct supervision of the Shelter Operations Manager or Supervisor, employees in this classification have the primary responsibility of assisting customers in the shelter and on the phones. Secondary responsibilities include clerical duties, cleaning/sterilizing assigned areas, and beautification projects.

### **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, 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. Enter all shelter and donor revenue into Quickbooks and prepare daily bank deposits.
5. Has access to controlled substances in order to assist and performs (after appropriate training) euthanasia of animals by injection as required.\*
6. Answer telephones, check and respond to voice mail messages, transfer calls appropriately, and page personnel as needed. \*
7. Maintain a clean, organized work area. Responsible areas include: front office, lobby, education room, lavatories, adoption/socializing rooms, front parking lot, clean and provide care for the animals in the cat condo, and/or any other animals within the lobby area.
8. Greet volunteers. Where applicable, provide them with, and train them in, various office assignments.
9. Prioritize and coordinate job duties. Communicate and work cooperatively with other staff.

10. 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.
11. Acquire general knowledge of pet animals to include: breeds, colors, behavior, appropriate care and housing, common health problems, and health needs. \*
12. Regular and timely attendance is required.\*
13. 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 or GED equivalent.
5. Must submit to a background check and have no felony alcohol or drug related convictions.
6. Ability to communicate with the public and coworkers in a professional, pleasant, courteous, tactful, and effective manner.
7. Must be able to work independently and in a team environment.
8. Ability to perform various duties via computer using 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.)
9. Must be in good health and have the ability to perform prolonged, strenuous activity including lifting and carrying animals weighing up to 50 lbs.
10. Knowledge of domestic animals including breeds, behavior, housing and common health problems and disease symptoms is preferred but not required.
11. Willingness to attend training programs to upgrade skill levels.
12. Commitment to attend weekly staff meetings and to be a contributor.
13. Allergic condition, which would be aggravated through exposure or contact with animals, is a disqualification.

#### WORKING CONDITIONS:

1. Starting salary of \$12.46 per hour with incremental merit adjustments consistent with current shelter policy.
2. Part-time to full-time work week as scheduled, including weekends and holidays.
3. Compliance with current PSPCA Employee Policy Manual.
4. Be able to deal with an often times emotion-charged public and carry a fast paced and changing workload which at times can be stressful.

5. By the nature of the job there is occasional exposure to dead, sick, injured, unruly, vicious and/or dangerous animals; in addition to exposure to parasites and infectious diseases.
6. Employees in this position will work with or around the following chemicals: bleach, accelerated hydrogen peroxide, alcohol, trifectant, formalin, sodium dichloroisoyanurate, and will perform the administration of prescribed veterinary medications.
7. Willingness to attend training programs to upgrade skill levels.
8. Commitment to attend weekly staff meetings and to be a contributor.
9. While performing the duties of this job, the employee is regularly required to stand; walk; use hands and fingers to reach or feel; climb, balance, stoop, kneel and crouch.

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 employment.

I understand the qualifications as described above for the Customer Care Associate position, and by signing below acknowledge that I am able to perform the job duties listed above and I am willing to accept the working conditions herein.

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

\_\_\_\_\_  
Employee Acknowledgement