



Guest Services Associate

Employment Status: Full-Time or Part-Time, Non-Exempt

Department: Guest Services

Reports To: Senior Shelter Operations Manager

Position Summary

The Guest Services Associate serves as a primary point of contact for clients, visitors, and community members across multiple Placer SPCA locations, including the Intake Center, Adoption & Education Center, and Veterinary & Foster Care Center. This role is responsible for delivering a consistent, welcoming, and solution-focused guest experience across all points of contact, both in person and over the phone. Guest Services Associates provide accurate information, compassionate support, and clear guidance to clients navigating services such as reclaim, surrender, adoption, lost/found, and community veterinary services.

Through professional and empathetic communication, this position plays a key role in supporting positive outcomes for animals and the people who care for them. Guest Services Associates help build trust, reduce barriers to care, and strengthen the human-animal bond by connecting clients with appropriate services, resources, and support options whenever possible.

Working collaboratively across teams and locations, this role ensures that each interaction reflects the organization's commitment to respectful, responsive, and high-quality service.

Essential Duties & Responsibilities

Client Experience & Front Desk Operations

- Greet, assist, and direct all guests in a professional, courteous, and compassionate manner across assigned service locations, creating a welcoming environment for a diverse and often emotional public. *
- Provide clear, accurate, and supportive communication regarding shelter and community clinic services, policies, and procedures. *
- Conduct adoption, reclaim, and surrender counseling conversations in alignment with organizational standards and customer care expectations. *
- De-escalate concerns and resolve routine client issues, referring more complex situations to leadership as appropriate. *

- Answer and manage incoming phone calls, voicemails, and general inquiries, ensuring timely and appropriate follow-up. *
- Ensure each guest interaction reflects established organizational service standards and contributes to a consistent experience across locations. *

Animal Intake, Outcome & Service Support

- Support intake and outcome pathways across the Intake Center, Adoption & Education Center, and Veterinary & Foster Care Center, including documentation, communication, and coordination of services. *
- Assist clients with lost/found, surrender, adoption, and reclaim processes, ensuring a clear and supportive experience. *
- Support community clinic operations by assisting clients with appointment scheduling, check-in and check-out processes, and general service coordination. *
- Facilitate surgery and procedure workflows, including client communication, appointment confirmation, intake of patients at drop-off, and coordination with veterinary team members. *
- Provide guidance regarding available programs, services, and community resources that support keeping pets in homes when appropriate. *
- Ensure all required paperwork is complete, accurate, and compliant prior to processing across both shelter and veterinary service areas. *

Administrative, Financial & Software Systems

- Process shelter and clinic records and transactions include, but not limited to adoptions, redemptions, surrenders, foster placements, transfers, euthanasia documentation, and clinic service transactions. *
- Accurately enter and maintain records within designated systems, which may include QuickBooks, Square, PetPoint, and IDEXX Neo, depending on assigned location and responsibilities. *
- Support daily financial processes including receipt handling, reconciliation support, and preparation of deposits as assigned. *
- Maintain appropriate inventory levels of forms, educational materials, office supplies, and client handouts across assigned sites. *

Facility & Animal Care Support

- Maintain clean, organized, and welcoming front-of-house environments across assigned locations, including lobbies, offices, adoption spaces, clinic reception areas, and public spaces. *
- Provide basic care for pocket pets housed in front-facing areas (e.g., Cubes, habitats, rooms, & livestock kennels), including feeding, cleaning, and enrichment as assigned. *
- Assist with general cleaning and sanitation protocols in alignment with shelter and clinic standards. *

Team Support & Collaboration

- Work collaboratively with staff, volunteers, and leadership across multiple centers to support daily operations and a positive team environment. *
- Assist in orienting and supporting volunteers with front desk or administrative tasks as appropriate.
- Communicate effectively across departments and locations to ensure continuity of care and service. *
- Prioritize tasks in a fast-paced, multi-site environment and adapt to changing operational needs. *

Animal Handling & Transport

- Safely handle and transport animals, including dogs, cats, and small companion animals, between areas within and across Placer SPCA locations as needed. *
- Load and unload animals into carriers and vehicles using safe handling practices and low-stress techniques.*

Professional Development & Compliance

- Maintain a working knowledge of animal behavior, basic health indicators, and appropriate care standards. *
- Participate in required training, staff meetings, and organizational initiatives. *
- Adhere to all safety protocols, including OSHA/IIPP guidelines and low-stress animal handling practices. *
- Maintain regular, dependable, and punctual attendance, including weekends, evenings, holidays, overtime, and travel between Placer SPCA facilities as operational needs require. *
- Perform other duties as assigned. *

*=Essential functions of the job

Qualifications

- Must be at least 21 years of age to meet legal requirements associated with the duties of this role.
- High school diploma or GED required.
- Fear Free Certification or obtained within 90 days of hire.
- Strong organizational and communication skills with the ability to work independently and exercise sound judgment.
- Proficiency in Microsoft Office Suite and ability to perform various duties using QuickBooks, & shelter/veterinary database systems (e.g., PetPoint and IDEXX Neo), with the ability to learn new applications as needed.
- Strong attention to detail with the ability to accurately document and maintain operational records and compliance logs
- Must be able to safely lift and carry supplies or animals weighing up to fifty pounds with assistance. Ability to work independently and as part of a team in a fast-paced environment
- Must possess a valid California driver's license and maintain a driving record acceptable to the organization's insurance carrier.
- Required to operate a motor vehicle to travel between facilities, attend meetings and special events, run errands, etc. as needed.
- Must be willing to undergo a background check as required by organizational policy.

Compensation & Work Environment

- Position Classification: (Exempt or Non-exempt)
- Starting Salary Range: \$18.04 – \$19.14/hour, based on experience and demonstrated skills.
- Annual Salary Range: \$18.04-\$20.30 with merit-based adjustments per policy.
- Work Schedule: Choose (Average 40-hour week or Part-time up to 29-hour week); includes weekends, holidays, evenings, and occasional overtime as required.
- Exposure to animals that may be sick, injured, aggressive, unruly, or deceased.

- Potential exposure to zoonotic diseases, parasites, cleaning chemicals, and facility maintenance substances.
- Frequent interaction with the public in a fast-paced and sometimes stressful environment.
- Work performed in an emotionally charged setting requiring resilience, adaptability, and sound judgment.
- Compliance with PSPCA Employee Policy Manual required.
- Must be available to work at the designated facility location(s) as assigned, and travel between sites as organizational needs require.

Acknowledgment

The Placer SPCA is an equal opportunity employer. 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 described above for the “Name of Job Title” position, and by signing below acknowledge that I am able to perform the essential functions of the job either with or without reasonable accommodation and I am willing to accept the working conditions herein.

Applicant / Employee Name: _____

Applicant / Employee Signature: _____

Date: _____