

Customer Service Staff
Job Description

Reports To: Office Manager or Assistant Office Manager

Requirements:

- Strong interpersonal skills, ability to deal with and work courteously with the public, volunteers, staff and The Board of Trustees
- High school diploma and valid New Jersey driver's license required
- Some animal handling experience and basic knowledge of breeds/species
- Basic computer skills
- Works accurately and in a timely manner
- Proper attendance and punctuality is mandatory, occasional over time and working some holidays required

Duties:

- Perform general office procedures: computers, fax, copy machine, cash register, charge card machine
- Animal records: responsible for the admission and disposition of all animal records
- Report/record accurate daily statistical information
- Balance daily financial reports
- Keep accurate and detailed records of all animals in shelter –notes on animal files and in the computer to keep everyone up to date on relevant information
- Ability to make surrender appointments for adoptable animals-knowing the difference between adoptable and “not adoptable”
- Greet, direct and assist public
- Answer telephone calls promptly, courteously and give accurate information
- Assist the Law Enforcement Division by detecting and reporting animal cruelty complaints
- Record lost and found reports with appropriate cross reference, making every attempt to reunite lost pets with owners
- Educate the general public and adopters in responsible pet ownership
- Follow-up on special holding cases: Quarantine, domestic violence, fire/storm victims
- Sell/ promote merchandise, fund raising items and/or events
- Drive MCSPCA vehicles and transport animals in an emergency
- Keep front desk area clean and uncluttered, including the counter and closets in the copy room
- Perform other duties as assigned by your supervisor
- Screen and schedule incoming animal admission appointments