

Monmouth County SPCA

Position Description

Lead Customer Service Representative/Adoption Counselor

Department: Adoption Center

Reports to: Adoption Center Manager

Summary: The CSR/AC is responsible and accountable for managing day to day operations of the facility, creating a positive store experience supervising employees and volunteers as well as promoting the Monmouth County SPCA's mission and vision to animal welfare. Working under the direction of the Manager, the CSR/AC is responsible for providing excellent customer service, adoption education, animal care and retail expertise. The CSR/AC will work with the Manager to provide training, guidance and leadership to the staff and volunteers at the Adoption Store.

Job Duties and Responsibilities:

- Model, manage and reinforce service expectations of both internal and external customers to maximize a positive experience. Reinforce an environment that allows employees to do what is necessary to resolve customer issues quickly and correctly.
- Treat all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance.
- Work harmoniously and effectively with other MCSPCA staff members and in conjunction with the MCSPCA adoption policies and procedures.
- Ensure that proper cash controls and loss prevention procedures are in place and followed per MCSPCA standards.
- Maintain the overall execution of merchandising standards and marketing programs while maintaining a clean store environment.
- Ensure proper feeding, cleaning, & handling the animals and general maintenance of the kennel area as well as health of the animals.
- Responsible for all inventory level controls including perpetual as well as physical inventory accuracy.
- Ensure all daily store required activities are performed per MCSPCA standards.
- Responsible for opening and/or closing store.
- Perform other duties as assigned. Skills needed:
- The ideal person for this job would be a team player, personable, outgoing, patient, and able to get along well with a variety of people
- Previous retail experience and proven sales ability
- Experience working in a shelter environment
- Excellent written and oral communications skills

- Ability to work independently to follow through on projects with an attention to detail and strong organizational skills with the flexibility and ability to manage multiple tasks
- Comfort and ability to work with animals
- Weekend, evening and occasional holiday work required

Physical Requirements:

Physical ability to walk and/or stand on your feet throughout a normal workday required

Physical ability to lift and carry 40 pounds regularly

Education and Experience:

High School Diploma or equivalent; some college or Bachelor's degree preferred

Minimum 2years retail sales/customer service experience

If you agree that you are capable of all the above and are aware that the first 90 days will be probationary, please sign below.

X _____ **Date** _____ .