MONMOUTH COUNTY SPCA

POSITION DESCRIPTION

**Client Services Assistant Manager**

**Department:** Client Services **Reports to:** Client Services Manager

**Type:** Full Time **Shift:** 10:00 AM to 5:00/7:00, Mon-Sun

**Summary:** The Client Services Assistant manager is responsible for the overall supervision of the client services team, in conjunction with the Client Services Manager to ensure excellent customer service continues to be provided to the public visiting the shelter and clinic.

Responsibilities:

* Coach the team to be successful, ensuring they follow the shelter mission.
* Keep open communication with the management team and directors.
* Give disciplinary actions such as verbal and written warnings.
* Manage the schedule and payroll in the manager’s absence.
* Other recurring or one-time tasks as assigned by the manager.
* Display exceptional interpersonal communication skills.
* Commitment to the shelter mission to prevent animal cruelty.
* Work well in a team environment while being able to self-initiate within organization guides.
* Admission and disposition of animals
* Maintain accurate, detailed records of all animals in the shelter – place notes in animal files and the digital database to keep information up to date.
* Screen and schedule incoming animal admission and veterinary appointments
* Record lost and found reports
* Assist the Law Enforcement Division by detecting and reporting animal cruelty.
* Balance daily financial reports
* Greet, assist, and direct public.
* Answer telephone calls promptly, courteously and give accurate information.
* Educate general public on good pet ownership and wildlife in the community.
* Sell/promote merchandise and fundraising items or events.

Position requirements:

* Working knowledge of Windows, M/S Office products, Fax/Copy/Scanning equipment and charge card readers
* 1-2 years of Customer Service experience
* 1-2 years of cash handling experience
* Adaptability to learn veterinary and or shelter software