

JOB/POSITION TITLE: Admissions Representative

STATUS: Non-exempt

PRIMARY PURPOSE: Serves as admissions adviser, handling public inquiries, working directly with animals while facilitating successful customer care. Requires superior service and communication skills; ability to multi-task; work under pressure with minimal supervision, both individually and within a team; flexible and good natured; ability to maintain professionalism, composure and compassion in emotionally charged situations; and resolve conflicts effectively. Responsible for admitting and releasing animals (owner relinquishment, stray admissions, lost and found, foster care), handles humane trap loans, as well as providing education and information to the public.

Reports To: Adoptions/Admissions Manager

Supervises: Volunteers

ESSENTIAL DUTIES/FUNCTIONS

Animal Admissions. Accepts and releases animals including accurate transactions and database entries, fee handling, humane animal handling, animal photography and placement of animals in proper holding areas. This function includes but is not limited to stray arrivals, owner surrenders, feral cat sterilizations, as well as releasing foster care animals and Post Adoption Care Treatment health checks.

Customer Care. Treats all animals and the public in a friendly manner with compassionate professionalism, following up on public requests in a timely manner including returning phone calls, and responds to questions about euthanasia and other issues according to established guidelines. Communicates a positive public image of the organization.

Lost & Found. Assists public with lost and found animals and makes efforts for reunions. Posts and updates all photos of lost/found animals to the shelter database.

Animal Care Management. Contacts animal care staff (including after daytime business hours) to expedite urgent care of sick, suffering or injured animals if needed.

Financial Reports. Provides daily activity reports and cash management activities for accounting.

Admissions Center Maintenance. Ensures a clean, organized and welcoming admissions center. Organizes and orders supplies with supervisor approval as needed.

Organizational Improvements. Shares ideas and suggestions for department and organization improvements.

Compliance. Must abide by all organization policies and job duty procedures including but not limited to surrender fees, microchip fees, humane trap fees, and dog licensing sales.

OTHER DUTIES/FUNCTIONS:

Operations Support. Provides support in adoptions and other departments as needed. May include dispatching of officers for emergencies and inputting field assignments as needed. Assist with the animal admissions processing from the field as needed.

Other Duties as Assigned. May include organization-wide support as needed such as but not limited to participation in events, serving as spokesperson, fundraising, covering other operational departments, and Society's role as a first responder to disasters.

JOB CONDITIONS: Indoors and outdoors as needed.

Equipment Use: Computer, database and telephone systems. Use of all sheltering-related animal equipment including tools for containing animals humanely, safely and securely.

Hours: Based on operational requirements. Must be available 40 hours a week with

overtime as needed any 7 days of the week, weekends and holidays.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

Must be self-motivated and able to work independently and as a team successfully with proven communication, collaboration and customer service. Must be able to maintain professionalism, composure and compassion in emotionally charged situations and able to resolve conflicts effectively. Must be able to perform physically rigorous work, stand for long periods of time and able to lift and carry 50 pounds. Must have no limitations to prevent handling or working with all animals.

QUALIFICATION REQUIREMENTS:

Skills/Knowledge: Must have excellent customer service skills including verbal and written communications. Must be able to competently perform cash, computer, licensing, and paperwork transactions. Must be willing to drive company vehicles including animal transport trucks.

Must pass a driving background check with a valid driver's license and acceptable driving record as may be required to drive as needed according to organizational policy.

Education/Training: High school diploma or equivalent.

Experience: One year of customer service experience preferred.