



## Humane Society of Weld County Job Description

Job Title: Customer Service Representative  
Reports To: Office Manager  
FLSA Status: Full-time/Part-time (Hourly, Non-exempt)  
Effective Date: February 2023  
Starting Pay Range: \$14.25 - \$15.25/hour

### **POSITION SUMMARY:**

The Customer Service Representative (CSR) is responsible for ensuring the public receives excellent customer service during all transactions.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assist the public with all inquiries and requests in a positive and professional manner via telephone, email and in person; direct individuals to the appropriate department as necessary.
- Maintain a positive, educational approach with a willingness to listen when dealing with the public, staff and volunteers.
- Counsel and work with the public on issues related to responsible animal care, i.e. spay/neuter, vaccinations, medical care, identification, animal behavior, adoptions, etc.
- Handle all counter transactions, which include, but is not limited to, adoptions, owner relinquished animals, owner reclaims and adoption returns and ensure that paperwork is completed accurately.
- Initiate contact with local animal control representatives to release seized animals when claimed.
- Respond to requests for information regarding spay/neuter, vaccination, relinquishment, etc. services.
- Responsible for the cleanliness and organization of customer service areas and lobby including dusting, cleaning windows, mopping, vacuuming entry rugs and cleaning rest rooms; occasional cleaning of animal areas in the front lobby area.
- Process cash and credit card transactions; responsible for cash reconciliation at the close of business.
- Track public interactions as needed, i.e. food bank patrons, etc.; support shelter program communications i.e., adoption follow-ups, etc.
- Conduct walk-throughs for lost animals and assist Animal Care Technicians with minimal animal handling transactions as needed.
- Maintain a professional rapport with all customers, staff, and volunteers; communicate effectively with management when customer issues arise and escalate customer concerns in a timely and efficient manner as appropriate.
- Work quickly and effectively to deliver results in a fast-paced and potentially stressful/emotional environment.
- Any other duties as may be assigned by front desk and shelter management.
- Regular and predictable attendance is required; the HSWC is open to the public seven days a week and weekend shifts are required.

**QUALIFICATIONS:**

- At least one year of high-volume customer service experience is required.
- Prior experience in a shelter setting is preferred.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Genuine passion for and commitment to animal welfare is required.
- Excellent oral, written, organizational skills with a high level of attention to detail is required; ability to multi-task is required.
- Proficiency in Microsoft Word, Excel and Outlook is required.
- Ability to maintain professional rapport with HSWC staff, the public and volunteers and foster parents is required.

**MENTAL/PHYSICAL DEMANDS:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. In performing the duties of this job, the employee is occasionally exposed to fumes, airborne particles and zoonotic diseases. The environment is moderately loud and the worker may be exposed to animal bites and/or scratches.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. An employee must frequently lift and/or move up to 50 pounds without assistance. An employee must handle dogs, cats, small mammals and birds. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception and ability to adjust focus while performing the duties of this job. The employee is regularly required to stand; walk; use hands to finger; handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl and taste or smell.

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time, with or without notice.