

# The Peninsula Humane Society & SPCA

## Customer Service Representative/Adoptions Counselor

**Job Title:** Customer Service Representative/Adoptions Counselor  
**Division:** Customer Services & Adoptions  
**Reports To:** Customer Service Director  
**FLSA Status:** Non-Exempt-Union  
**Salary:** \$18.08 per hour  
*Excellent Benefits Package Available*

**Summary:** To work with the public to place animals into permanent, loving and responsible homes. To assist the public with all inquiries and requests in a positive friendly manner. To educate and counsel the public on responsible pet ownership. This position is represented by Union Local 856.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

Ensure that the program is operating in a manner that is consistent with the goals/objectives of the Society. Ensure that the policies are being applied in a manner that is effective in reaching those goals.

Maintain a positive, educational approach with a willingness to listen when dealing with the public, the staff and volunteers

Counsel and work with the public on issues related to responsible animal care, i.e. spaying/neutering, vaccinations, vet care, identification, animal behavior, adoptions, etc.

Handle all counter transactions, which include, but are not limited to, the following: adoption interviews, cashier duties, dog/cat licensing, - microchips/ID tags.

Will receive incoming wildlife, complete, general information requests, and administrative paperwork.

Will provide spot cleaning in kennels and will give evening feedings to domestic animals.

Monitor and occasionally work in the shelter's on-site retail store, located in the main lobby. Store duties include ringing purchases/returns, providing general assistance for shoppers, stocking shelves and organizing merchandise on display.

Will need to be able to safely handle and socialize all animals PHS/SPCA makes available for adoption, including exotics (birds, reptiles, mammals). Duties also include administering adoptable animal medications as directed and prescribed by staff veterinarians.

Work quickly and effectively under pressure to deliver results in a fast-paced environment

Communicate professionally and effectively with coworkers, volunteers and the public.

Work professionally with the public, customers and fellow co-workers

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Good working knowledge of animal breeds, nutrition, general care, training and related information. Knowledge, appreciation and respect for animals, including birds, reptiles, rodents and small animals. Ability to work with and handle animals. Highly motivated toward the welfare and humane treatment of all animals.

**Education and/or Experience:**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**Language Skills:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Chameleon database software or become proficient within the first six months from hire date. Basic knowledge, or become proficient with Microsoft Office and computer keyboarding skills, and data entry.

**Physical Demands:**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to grab, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to sit. The employee must frequently lift and/or move up to 50-75 pounds. Specific vision abilities required by this job

include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. While performing the tasks listed elsewhere in this document, incumbent may be exposed zoonotic diseases.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the tasks listed elsewhere in this document, incumbent may be routinely exposed zoonotic diseases and noise, occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate to loud.

*We are an Equal Opportunity Employer and welcome a diverse pool of applicants.*  
EOE/M/F/D/V/SO