

Peninsula Humane Society & SPCA

Seasonal Customer Service Representative/Adoptions Counselor

Job Title: Seasonal Customer Service Representative/Adoptions Counselor
Division: Operations
Reports To: Adoptions Manager
FLSA Status: Non-Exempt/Union/Full-time/Temporary
Salary: \$21.22 per hour

Summary: Work with the public to place cats and kittens into permanent, loving and responsible homes. Assist the public with all inquiries and requests in a positive friendly manner. 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):

- Perform job duties operating in a manner that is consistent with the goals/objectives of PHS, ensuring policies are being applied in a manner that is effective in reaching those goals.
- Be able to work with a diverse customer bases – listening to and communicating with various personality types to work towards positive adoption outcomes for the animals as well as the people we serve.
- Counsel and work with the public on issues related to responsible animal care, such as spaying/neutering, vaccinations, vet care, identification, animal behavior, adoptions, etc.
- Show cats and kittens available for adoption in an educational and informative manner, seeking to make logical and lasting matches by utilizing the animals' medical and behavioral evaluations as well as the potential adopter's profile information.
- Counsel visitors on safe behaviors when meeting adoptable cats and kittens to ensure a positive experience for all and to prevent avoidable quarantines to animals like kittens that can play rough during adoption visits.
- Make additions to our website as new cats are brought up for adoption – including photos and bios. Also removing cats from our website in a timely fashion as they are adopted.
- Maintain a positive, educational approach with a willingness to listen when dealing with the public, the staff and volunteers.
- Administer microchip IDs to public animals at owner's request.
- Handle all counter transactions, including but not limited to: adoption interviews, cashier duties, cat licensing, and microchips/ID tags.

- Provide spot cleaning in kennels and maintain the Adoption Center's appearance throughout the business day. This includes putting away donations, keeping shelter laundry running and other tasks associated with general cleanliness.
- Safely handle and socialize cats and kittens PHS/SPCA makes available for adoption.
- Work effectively under pressure to deliver results in a fast-paced environment.
- Work professionally and effectively with the public, volunteers 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.

- Upon hire, must pass a background check.
- Must possess a valid California Driver's License with a clean driving record.
- Upon hire, must complete procedures to join union.
- Ability to work with and handle cats and kittens.
- Highly motivated toward the welfare and humane treatment of all animals.
- Good working knowledge of cats, their nutrition, general care, and related information.
- Knowledge, appreciation, and respect for animals, including birds, reptiles, rodents and small animals.

Education and/or Experience

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

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, shelter medical and behavior records and procedure manuals. Ability to speak effectively before members of the public, volunteers, or employees of organization. Good oral and written communication skills.

Must demonstrate clear and professional communication skills, addressing issues as they arise with our shelter animals for quick resolution by Behavior or Veterinary staff, as appropriate. 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.

Computer Skills

To perform this job successfully, an individual should have knowledge of Chameleon database software or become proficient within training period. Have basic knowledge or become proficient with Microsoft Office and computer keyboarding skills, and data entry.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

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 at a nonprofit agency. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. They include, but are not limited to the following: able to lift or move up to 50 lbs.; stand or sit for extended periods of time; reach to an arm's length; vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus; use hands and fingers to handle or feel; occasionally required to climb, balance, stoop, kneel, crouch, or crawl.

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. The majority of the work performed is in an animal shelter setting and the noise level is usually moderate to loud. May be exposed zoonotic diseases. Occasionally exposed to outside weather conditions

EOE/M/F/D/V/SO