



7929 Michigan Road Indianapolis, IN 46268 | [www.indyhumane.org](http://www.indyhumane.org)

## **Customer Service Manager Job Description**

### **Job summary**

The Customer Service Manager's key focus is to uphold IndyHumane's mission through multi-departmental collaboration and overall management of the Customer Service Team to facilitate animal adoptions and help with animal flow efficiently and effectively. The primary focus will be on providing excellent customer service to all Patrons while being fully competent on animal welfare/adoption trends and best practices. Position will work to ensure that animals in our care go to appropriate loving homes. The Customer Service Manager works directly with the Sr. Director of Shelter Services to ensure high quality adoption protocols and procedures. Collaborating with the Sr. Director of Shelter Services, the Customer Service Manager will provide continued coaching, guidance, motivation, and conflict resolution to the Customer Service Team.

### **Leadership Qualities**

- Ability to Influence organizational culture to ensure it is appropriate and effective to achieve the mission of the organization and motivate and retain quality staff.
- Develop productive relationships with all team members of IndyHumane to increase collaborations and reduce inefficiencies.
- Serve as a vital member of the leadership team by staying abreast of agency-wide issues and contributing to the development and achievement of the agency's long-term vision and short-term operating plans.
- Develop an effective relationship with the IndyHumane board, responding to information requests in a timely manner.
- Always represent IndyHumane in a professional manner, providing excellent service to both internal and external stakeholders and presenting a positive image of IndyHumane.
- Uphold the values and mission of IndyHumane and serve as a role model for effective, collaborative leadership.

### **Duties and Responsibilities**

- Manage and mentor a team of at least 6 employees as well as Customer Service Volunteers
- Establish positive rapport with Patrons, Volunteers and IndyHumane staff to maintain a positive and successful work environment
- Manage all aspects of adoptions, dog park, and retail sales
- Assist staff with resolving complex Patrons issues
- Interview, hire, and train new Customer Service Representatives
- Evaluate employee job performance and encourage team development
- Submit daily financial reports to the Chief Financial Officer
- Enhance customer service procedures and policies to improve customer satisfaction and department efficiency
- Work closely with the Sr. Director of Shelter Services to develop customer service improvement initiatives

- Ability to represent IndyHumane in marketing opportunities, including social media and television
- Support operational improvements and resolution of problems to deliver a high level of customer service
- Create, implement, and monitor projects and activities in collaboration with the Director of Shelter Operations and other stakeholders
- Training the Customer Service Team on how to counsel Patrons appropriately
- Assigning & checking that all daily tasks are completed by the Customer Service Team
- Assisting with daily movement and auditing of animals in our care
- Returning customer service-related emails and phone calls in a timely and professional manner
- Counseling when needed
- Ordering and inventory of all retail
- Oversight of all Customer Service projects and tasks. These projects include but are not limited to owner surrenders/animal intake, animal adoption, post adoption follow up, microchip auditing and investigation, lost and found reporting, Dog Park member records, Pets for the Elderly, Veterans Programs, and our partnership with Companion Protect Pet Insurance.
- The Customer Service Leader's communication skills should include both in-person interaction and electronic mediums (i.e., phone calls, emailing, scheduling systems.)
- Position must be able to communicate and be knowledgeable of municipal laws and ordinances and fundraising aspects of IndyHumane.
- Expected to work safely and professionally with the primary goal of doing what is in the best interest of the animals in our care.

#### **Minimum Requirements**

- Weekend and early evening availability
- Possess excellent oral & written communication skills and organizational skills
- Must have a minimum of 3 years of experience in a Customer Service-related field and be able to demonstrate an ability to create a positive and professional environment for Patrons and staff
- Must be proficient using a computer, including experience using Microsoft Office, email, and ability to learn data management software such as PetPoint, excel, or other equivalent databases
- Possess excellent critical thinking skills and be able to multi-task in an ever-changing environment
- Be able to navigate stressful situations that may require conflict resolution between employees and/or Patrons
- Minimum education: High school diploma/GED or equivalent experience, some college preferred
- Must be at least 21 years of age
- Must have a valid driver's license
- Must be able to lift at least 50 lbs.

#### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.