



7929 North Michigan Road Indianapolis IN 46268 | 317.872.5650 | www.indyhumane.org

Customer Service Representative Job Description

Department(s) Operations

Reports to Customer Service Manager

Job summary

Position is responsible for consulting with Potential Adopters of animals consistent with IndyHumane policies, procedures, beliefs and mission. Staff Member is accountable for accurate paperwork and record-keeping for animal adoptions. Position must interact with Patrons, Co-Workers, Community Service Workers, and Volunteers professionally and with exceptional Customer Service Skills. Other tasks include, but are not limited to, owner surrender/animal intake, post-adoption follow up, growing our retail sales, microchip investigation, and lost/found reporting. Staff Member should also be able to communicate and be knowledgeable of municipal laws and ordinances and fundraising aspects of IndyHumane. Staff Member is expected to work safely and professionally with the primary goal of doing what is in the best interest for our animals.

Summary of Essential Job Functions

- Reviewing all adoption paperwork with potential adopters
- Assisting Potential Adopters in finding the right pet and preventing mismatches
- Ensuring accuracy and completeness of adoption paperwork and money handling
- Educating and ensuring proper animal handling by the public
- Providing education for adopters regarding proper training classes, suggested training methods, and products
- Answering questions and educating public on our shelter policies, procedures, programs and laws/ordinances, including spay/neuter, microchips and preventative care
- Selling retail merchandise, Dog Park memberships, and microchips and actively solicit donations
- Answering live incoming calls as well as returning messages left by Patrons
- Daily stocking of retail and assisting with inventory as needed
- Assisting in Pet Recovery activities for Patrons: taking, entering and researching Lost & Found Reports; providing resources and tips to Patrons with lost or found animals; handling Return to Owner (RTOs) tasks
- Assisting with training of new hires
- Managing the front desk and traffic flow of Patrons in the facility during shelter hours
- Handling conflicts/issues with patrons as needed
- Providing direction and support to other Customer Service Representatives
- Setting up adoption lobby cash drawer each day
- Closing cash drawer and completing appropriate paperwork
- Working with Customer Service Manager to ensure that team functions effectively including set up of the 'David Horth' Adoption Lobby, and maintaining a clean, organized environment for Patrons

- Assisting with daily movement of animals in the shelter, performing a daily audit of the files of animals being made available for adoption and addressing any issues regarding incomplete files with the appropriate department
- Performing other duties as assigned by management.

Minimum Requirements

- Weekend & Evening Availability
- Possess excellent oral & written communication skills and organizational skills with attention to detail
- Must have demonstrated exceptional skills as a Customer Service Representative **by** demonstrating an ability to create a positive, professional environment for Patrons and Staff
- Competent in conflict resolution, customer service with a strong work ethic
- Prior retail, food service, and animal shelter or kennel experience preferred
- Knowledgeable in all phases of animal care, grooming, behavior problems, disease recognition and animal training.
- Minimum education: high school diploma or its equivalent. Some post-high school education preferred
- Ability to work as part of team with paid & volunteer staff, foster families, and the public
- Proficiency in Microsoft Windows programs and electronic communication
- Must have a valid Indiana Driver’s License
- Must be 18 years of age

Abilities Required

- Must be able to lift 50lbs.

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 all 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.

Additional information

HR Use Only	
Job code	
Generic title	
Pay grade	
Management? (Yes/No)	
E/NE status	
Last revised	