



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

## Customer Service Representative Job Description

<b>Job Title</b>	Customer Service Representative
<b>Department(s)</b>	Operations
<b>Reports to</b>	Customer Service Manager
<b>Hourly Pay Rate</b>	\$16.50/hr

### Job summary

Position is responsible for consulting with Potential Adopters of animals consistent with IndyHumane policies and procedures while upholding the IndyHumane mission. Primary focus will be on the preapproval applications or general adoption applications and finalizing adoption paperwork. Position is accountable for accurate paperwork and record-keeping for all pet adoptions. As part of the Customer Service and Adoptions Team, you must interact with patrons, coworkers, 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-adopt follow up, building our retail sales, microchip investigation, and lost & found reporting. Based on job requirements, you must be able to multi-task in a manner to be able to best serve our patrons and our animals.

Your communication skills should extend from in-person interaction to electronic mediums (ie phone calls, emailing, scheduling systems.) Position must believe in the IndyHumane mission: to improve animal welfare in central Indiana while serving the Indianapolis community. Position must be able to communicate and be knowledgeable of municipal laws and ordinances and fundraising aspects of IndyHumane. Position is expected to work safely and professionally with the primary goal of doing what is in the best interest of the animals in our care.

### Duties and Responsibilities

- Reviewing all adoption paperwork with potential adopters. This will include conducting adoption interviews with potential adopters to ensure appropriate placement of animals.
- Assisting potential adopters in matching animals that best fit their lifestyle
- Ensuring accuracy and completeness of adoption paperwork and money handling
- Educating patrons on proper animal handling and medical care
- Providing education for adopters regarding proper animal training, suggested training methods, and training products
- Answering questions and educating patrons on our shelter policies, procedures, programs, and laws and ordinances related to spay/neuter, microchips, and preventative care
- Selling retail merchandise, dog park memberships, and actively soliciting donations
- Answering phones, retrieving messages, and routing or returning calls appropriately
- Responding to emails daily and in a timely manner
- Assisting in Pet Recovery activities for patrons: taking, entering, and researching lost and found reports and providing resources and tips for Patrons with lost or found animals
- Handling conflicts or issues with patrons as needed
- Working with Customer Service Manager to ensure excellent Customer Service is given to all patrons

### Minimum Requirements

- Weekend and early evening availability
- Possess excellent oral & written communication skills and organizational skills with attention to detail
- Must have a minimum of 1 year 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 problem-solving 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 or it's equivalent
- Must be 18 years of age
- Must have a valid license
- Must be able to lift 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.

---

### Additional Information

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