JOB TITLE: Guest Services Representative

DEPARTMENT: Shelter Operations

JOB CLASSIFICATION: Non-exempt, (full and part-time positions available, 20-40 hours per/week)

ACCOUNTABILITY: Guest Services Manager

PRIMARY PURPOSE: Guest Service Representatives are responsible for fostering a spirit of goodwill and trust between the public and the shelter, delivering superior customer service, advocating for animals in our care and in the community, sharing ARLGP services, procedures and policies with the public, as well as basic animal care and behavior counseling.

Assess and consider in all interactions:
1. What is in the best interests of the pet
2. What is in the best interests of the person
3. How can the ARLGP best use its resources to achieve 1 and 2

PRIMARY RESPONSIBILITIES

RECEPTION:
- Cheerfully welcome customers as they enter the shelter and determine the purpose of visit.
- Answer telephone with a pleasant greeting, identifying the ARLGP answering questions and directing callers to appropriate personnel or voicemail.
- Answer questions thoroughly and to customer's satisfaction.
- Active participation in implementing smooth operations, staying informed of changes in procedures, staying current and conversant about all animals profiled on the website.
- Communicate with local animal control officers regarding stray animals, and animals in their communities.

ADMINISTRATIVE:
- Process incoming animals using established procedures for safe handling, intake procedures and forms designed to gather accurate and thorough information.
- Be familiar with current shelter population to facilitate reunions of strays with their owners.
- Cross-reference resident shelter population and incoming animals with lost/found reports on a continual basis throughout the day.
- Schedule spay/neuter surgeries and other clinic offerings for members of the public.
- Process payments and intakes for the clinic.
- Collect adoption, impound, boarding and surrender fees as part of standard operating procedure.
- Clearly document any deviation from fee structure on appropriate paperwork.

- Ensure appropriate paperwork and signage accompanies animal(s) to correct shelter location in a timely manner.
- Be conversant in all aspects of PetPoint software pertaining to adoptions, lost and found reports, medical history, donations, specific notations and kennel inventory.
- Orderly completion of closing procedures.
- Complete accurate and efficient closing of all transactions pertaining to fees and donations.
- Ensure in-kind donations have sorted and brought to appropriate locations.
- Ensure that all financial donations received over the counter are processed and delineated according to procedures.
- Ensure that ACO area has appropriate state, stray and bite forms accessible.

COUNSELING:
- Engage customers in non-judgmental conversation regarding pet admissions and reclaims.
- Apprise customers of standard procedures for incoming animals per ARLGP admission policy.
- Be knowledgeable about ARLGP admission, adoption and euthanasia guidelines.
- Field questions regarding behavior assessments, length of stay, adoptability and euthanasia with professionalism, tact, discretion, and compassion.
- Become knowledgeable about basic animal behavioral problems and resources available for referral.
- Become knowledgeable about breed rescue resources, trainers, and veterinary clinics and refer appropriate situations.

OTHER:
- Responsible for daily cleaning and sanitizing of front desk, adoption lobby, admissions lobby, clinic lobby, public restrooms and all other public areas in preparation for opening.
- Function as part of a larger team and assist counselors and animal care staff when your station is not busy.
- Take initiative in completing tasks pertaining to overall smooth running of shelter operation as needed.
- Take initiative to remain busy, seeking additional work during slow periods.

SKILLS & ABILITIES NECESSARY:

- Candidates must be able to work through difficult conversations with the clear goals of achieving the best outcome for pets and their owners.
- The ability to remain calm and constructive is essential.
- Candidates should have excellent communication skills, strong organizational skills, and the ability to work effectively with others, as coordination with multiple departments within the organization is frequently required.
- Computer skills required including Word, Excel, email and all other forms of electronic communication and ability to learn the PetPoint database.

MINIMUM QUALIFICATIONS REQUIRED:

- High school diploma, or equivalent
- Proactive, positive, 'recycle, reuse and repurpose' attitude
- Valid Maine driver's license with good driving record
- Must be able to lift at least 50 lbs.
- Able to access a non-handicapped accessible building several times per day as well as climb steep stairs unassisted.

- Able to scoop, bend, twist, lift and squat as part of normal job functions.

WORK ENVIRONMENT
While performing the duties of the job, the employee is frequently exposed to odors or airborne particles including animal fur and toxic chemicals. Employee may be exposed to zoonotic diseases. The noise level in the work environment is very loud.

TO APPLY
Please submit a cover letter outlining your qualifications, reasons for pursuing a career in animal welfare and salary requirements, along with your resume to jobs@arlgp.org with the subject "Guest Services Representative."

The ARLGP will review applications that meet the above submission requirements for the job posted. Due to the significant interest in our job openings; follow-up communication is limited to candidates who meet the posted qualifications. If you have not been contacted within a month of application, you may assume that you have not been selected as a candidate. Due to the volume of interest in our positions, no calls please.