



JOB TITLE: Guest Services Representative

DEPARTMENT: Shelter Operations

JOB CLASSIFICATION: Non-exempt, (full-time, 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. This position will have a clinic facing focus.

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.
- Active participation in implementing efficient operations, staying informed of changes in procedures (SOP's), 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:

- Schedule spay/neuter surgeries and other clinic offerings for members of the public.
- Process payments and intakes for the clinic.
- Process incoming animals using established procedures for safe handling, intake procedures and forms designed to gather accurate and thorough information.
- Cross-reference resident shelter population and incoming animals with lost/found reports.
- Collect adoption, impound, boarding and surrender fees as part of standard operating procedure.
- Ensure accurate recordkeeping and location tracking for shelter and public animal(s).
- Be conversant in all aspects of PetPoint software pertaining to adoptions, lost and found reports, medical history, donations, specific notations and kennel inventory.
- Adhere to all SOP's for opening, closing, and other business processes.
- Assist and direct volunteers as needed.

- Ensure in-kind donations have sorted and brought to appropriate locations.
- 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.

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 shelter software.

MINIMUM QUALIFICATIONS REQUIRED:

- High school diploma, or equivalent
- Proactive, positive, 'recycle, reuse and repurpose' attitude
- Valid Maine driver's license with acceptable 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

- Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

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."