



**Job Title:** Guest Services Representative

**Status and Hours:** Full-time, hourly, variable shifts as needed

**Salary:** Full-time hourly; competitive salary with benefit package (\$16/hour starting wage)

**Reporting Relationships:** Guest Services Manager

**Summary of Duties:** Guest Services 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, educating the public about Animal Refuge League services, procedures and policies, as well as basic animal care and behavior counseling.

**Major responsibilities include:**

- Cheerfully acknowledge the presence of customers as they enter the shelter and determine the purpose of their visit.
- Answer telephone with a pleasant greeting, identifying the Animal Refuge League of Greater Portland, answering questions, and directing callers to appropriate personnel or voice mail.
- Active participation in implementing smooth front desk operations, staying informed of changes in procedures, staying current and conversant about all animals profiled on the website.
- Process incoming animals using established procedures for safe handling, intake procedures and forms designed to gather accurate and thorough information.
- Communicate with local animal control officers regarding stray animals, and animals in their communities.
- 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.
- Engage customers in non-judgmental conversation regarding surrenders and reclaims.
- Apprise customer of standard procedure for processing incoming animals as outlined in ARLGP admission policy.
- Be knowledgeable about ARLGP admission, adoption, and euthanasia guidelines.
- Field questions regarding temperament testing, 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, behavioral trainers, and veterinary clinics and refer appropriate situations.
- Show cats available for adoption and monitor conference and multi-room when not specifically attended by staff or volunteers.

- Ensure that adoption counselor has reviewed pertinent information and made clear notations regarding customer animal match on staff portion of application.
- Process adoption paperwork for approved applicants accurately and review medical and behavioral issues noted on history and kennel card.
- In conjunction with adoption counselor, deliver concise, accurate explanations of standard veterinary vaccinations, procedures, and treatments.
- As needed, schedules spay/neuter surgery and explain feeding and transport guidelines to customer.
- Answer questions thoroughly and to customer's satisfaction.
- Collect adoption, impound, boarding and surrender fees as part of standard operating procedure. Clearly document any deviation from fee structure on appropriate paperwork.
- Complete kennel cards for incoming animals using accurate explanations, legible handwriting, and marketable phrases, when appropriate.
- Ensure that animal(s) is settled into cage or kennel quickly after arrival with food, water, and bedding.
- Ensure that 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.
- Participate in making follow-up adoption calls.
- Responsible for maintaining cleanliness of animal holding area during the day and in preparation for evening closing.
- Responsible for removing animals in holding area to appropriate shelter locations throughout the day as space permits.
- Responsible for daily cleaning and sanitizing of front desk, lobby and all public areas in preparation for opening.
- Ensure that appropriate food has been removed from cages of animals scheduled for surgery.
- Clean all above-mentioned areas at end of day, paying close attention to proper filing of applications and orderly completion of closing procedures.
- Complete accurate and efficient closing of all transactions pertaining to fees and donations.
- Ensure that tangible donations have been logged into receipt book and stored in appropriate locations.
- Ensure that animal holding area has appropriate state, stray and bite forms accessible.
- Function as part of a larger team and assist counselors and animal 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.
- Prepare acknowledgements for in-kind gifts.

Qualifications:

- Extensive knowledge and understanding of sheltering practices, prior shelter/non-profit organization experience, experience with animal behavior and handling
- Demonstrated ability in oral communication, public speaking, and leadership skills
- General knowledge of computers, strong organizational skills
- Possess a valid State of Maine driver's license
- Ability to lift 50 lbs. unassisted
- Climb stairs unassisted, access primary worksite that is not handicap accessible, lift, scoop, bend and twist and walk as part of essential job functions
- College degree preferred

**Working Conditions:**

**Work Environment:** Most work is performed in normal shelter setting; Potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals

**Physical Activities:** Lifting of up to 50 pounds; potential for sitting for several hours at a time; climb stairs unassisted, potential for standing on feet and/or walking for 8 hours a day; driving a car; kneeling; walking dogs on a leash.

The employee determines own work sequence within the limits of established policy, practices, and procedures. The employee determines own work methods and solves problems utilizing technical/specialized knowledge and/or experience resulting in minimal supervision while work is in progress. The supervisor only intercedes and provides direction for new or unusual problems which involve deviations from normal policies, procedures, and work methods.

The employee operates under broad administrative direction and is given responsibility for independently planning, designing, and carrying out programs, projects, and studies in accordance with ARLGP policies, protocols, and standards. The employee keeps the supervisor apprised of progress.

**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 Rep." The ARLGP will review applications and resumes solely for posted positions and, 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.

The ARLGP is an equal opportunity employer. It is our intention that all qualified applicants are given equal opportunity and that selection decisions are based on job-related factors.

Thank you for your interest in our organization.