

JOB TITLE: Guest Services Representative

DEPARTMENT: Guest Services

CLASSIFICATION: Non-exempt, full and part-time positions available

ACCOUNTABILITY: Guest Services Manager/Team Lead

PRIMARY PURPOSE: 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.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Cheerfully acknowledge the presence of customers as they enter the shelter and determine the purpose of their visit.
- Answer the 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 the 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 a 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 the 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.
- In cooperation with the volunteer management team, ensure that volunteers are abiding by the accepted protocols of the kennel as pertains to cleaning, disease control, enrichment and safety.
- Train and assist Guest Services volunteers with their duties.

QUALIFICATIONS:

- Ability and desire to work with animals of all sizes and temperaments.
- Excellent communication skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Ability to lift 50 pounds.
- Ability to access a non-handicapped accessible building several times per day as well as climb stairs unassisted.
- Ability to scoop, bend, twist, lift, squat, and stand for long periods of time as part of normal job functions.
- Ability to creatively problem solve.

- Proficient with Microsoft suite and using the internet.
- A team-oriented approach to work.

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. The employee may be exposed to zoonotic diseases. The noise level in the work environment is very loud. Driving may be required.

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.