

- 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.
- As needed, schedule spay/neuter surgery and explain feeding and transport guidelines to owner.
- Answer questions thoroughly and to the 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.
- Be conversant in all aspects of PetPoint software pertaining to adoptions, lost and found reports, medical documents, donations, memos, and files.
- Responsible for daily cleaning and sanitizing of front desk, lobby and all public areas as needed.
- Complete accurate and efficient closing of all transactions pertaining to fees and donations.
- Ensure that tangible donations have been logged and taken to the garage or correct location.
- 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.
- Train and assist Guest Services volunteers with their duties.

QUALIFICATIONS:

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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.

WORK SCHEDULE:

This part-time position consists of three eight-hour shifts on Saturday, Sunday, and Monday. Shifts will start at either 8am or 9am and end at either 4:30pm or 5:30pm respectively. Ability to work both weekend days on an ongoing basis is a requirement of this position, Monday is negotiable.

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.