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| **Job Title:** | **Intake Specialist** |
| **Department:** | **Guest Services** |
| **Job Classification:** | **Non-exempt, full-time position available** |
| **Accountability:** | **Guest Services Manager** |
| **General Purpose:** | **Responsible for processing incoming animals into our facility including strays, surrenders, etc.** |

**PRIMARY PURPOSE:** Intake Specialists handle difficult, emotionally-challenging scenarios on a daily basis with compassion and understanding. The Intake team processes all incoming animals into the shelter and interfaces with owners who are surrendering or retrieving their animals. The Intake Specialist position involves non-judgmental interactions with community members and requires a high level of tact and discretion.

# PRIMARY DUTIES AND RESPONSIBILITIES:

* Process incoming animals using established procedures for safe handling, intake procedures.
* Utilize Intake forms designed to gather accurate and thorough information.
* Communicate with local animal control officers regarding stray animals, and owned 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 customers of standard procedure for processing incoming animals as outlined in ARLGP admission policy.
* Be knowledgeable about ARLGP admission, stray hold, return to owner, and euthanasia guidelines.
* Process incoming deceased animals from the community, including animals coming in for cremation and animals who are killed in the community (e.g. struck by vehicles).
* Be conversant in fees and processes for cremation services.
* 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.
* 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.
* Complete accurate and efficient processing of all transactions including fees and donations.
* 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.

# QUALIFICATIONS:

* High school diploma or GED required, college preferred.
* Preference given to candidates with social work experience.
* 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 30 pounds.
* 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 Office suite, Google 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.

# WORK SCHEDULE:

This full-time position consists of five eight-hour shifts. This position will require working at least one weekend day.

# 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](mailto:jobs@arlgp.org) with the subject "Intake Specialist.”

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.