Job Title:	**Guest Services Representative**
Department:	**Guest Services**
Job Classification:	**Non-exempt, part-time position available**
Accountability:	**Guest Services Manager/Team Lead**
General Purpose:	**Responsible for representing the ARLGP mission and building a relationship with the ARLGP community**

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, answering questions, and directing callers to appropriate personnel or voicemail.
- • 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.
- 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:

- 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 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 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 is a part-time position with weekend availability required.

PAY RANGE:

This position pays $17/hr.

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.