

# Spokane Humane Society

Revision: July, 2016

Position Description: **Animal Intake Receptionist**

Approved:

For:

Reports to: Shelter Manager

Supervises: Volunteers, community service and work study.

Supports: Shelter Manager, Management Team

Salaried – Exempt

*This job description is not a contract-management reserves the right to change its contents at any time. This organization is an "at-will" employer and is an equal opportunity employer. This organization complies with the guidelines set forth in the American with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, age, disability, sex or sexual preference.*

## **Primary Job Purpose**

Handle all aspects of animal intake. The person in this position is responsible for staffing the animal shelter intake office area; to answer the telephone and greet the public in a helpful and courteous manner; take in moneys for surrenders; provides guidance and technical support such as training part-time staff and volunteers; determines ownership of animals brought to the shelter; handles complaints and difficult customers; assists staff in the care and feeding of animals and the cleaning and maintenance of shelter facilities. Maintains relations with other animal shelters.

## **Essential Duties:**

1. Sets up cash register with start up money in the morning. Runs financial reports at the end of the day verifying that money in cash register equals the gross amount from the transactions for the day, creates deposit, and puts all moneys in safe.
2. Staff the animal shelter intake office area during open hours; answer the telephone and direct calls appropriately; greet the public in a helpful and courteous manner. Direct visitors to appropriate shelter areas and requests staff assistance as required.
3. Maintains incoming animal appointment logs and foster animal records. Coordinates transfers of animals into and out of the shelter.
4. Enters animal intake/outcome data into PetPoint for strays, surrenders, euthanasias, cremations, transfers in and out.
5. Assists surrendering families in the completion and submission of associated paperwork. Provides alternatives to surrendering when necessary.
6. Provides customer service without compromising the care/safety of the animals. Handle disputes or complaints from the public and works effectively with irate, emotional, and demanding persons.
7. Use suggestive selling to increase retail revenues.
8. Provides animal care and cleaning coverage prior to open of business.
9. Informs the Shelter Supervisor and/or designee of any special conditions or problems in the shelter as they occur.

10. Regularly participates in staff meetings to share ideas and suggestions and receive continuing education to improve the functioning of the shelter. Attend educational programs as required.

**Marginal Duties:**

1. Provides guidance, technical support, trains and directs part-time staff, work study employees, community service workers, and shelter volunteers.
2. Provides support for the Front Desk including but not limited to adoptions, answering phones, and creating receipts.
3. Provides support for Exam including, but not limited to vaccinating incoming animals, receiving Vet records, creating paperwork, and restraining animals.
4. Evaluate animals for suitability for surrender and euthanasia.

**SECONDARY JOB FUNCTIONS:**

1. May oversee and/or perform shelter tours or presentations to schools/groups.
2. Groom, exercise and socialize animals as needed or as time allows.
3. Sweeps, mops, scrubs floors, dusts, polishes furniture, and cleans woodwork, toilets, washrooms and fixtures.
4. Replaces light bulbs, paints areas of facility when needed, makes simple repairs and cleans equipment.
5. Reports damages to structure or equipment that will require skilled assistance to repair to Shelter Manager.
6. Grounds maintenance, pen and exercise area cleaning, seasonal outside duties i.e.: snow removal, mowing/raking, weather proofing...
7. Ensures building is secured at end of working day. Document unusual happenings. Maintains communication with Shelter Supervisor.

**This is a representative sample--not to imply a complete listing of responsibilities and tasks.**

**Qualifications and Position Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. High school graduate or have a GED with a basic knowledge of computer,

telephone operations and office skills; or an equivalent combination of experience, education, and training that would provide the level of knowledge and ability required for the position. Must have strong communication skills with the ability to communicate effectively with public, using tact and discretion, in responding to questions, comments and complaints from citizens in a calm, professional manner; use a high degree of sound judgment. Ability to follow written and verbal instructions, and to write clear and accurate reports; complete retail transactions, perform accurate, mathematical calculations and balance daily cash register. Ability to work within established guidelines with little direct supervision. Ability to use personal computer (IBM compatible), adding machine or calculator, copy machine, telephone, miscellaneous office equipment, janitorial and cleaning equipment. While performing the duties of this job, the employee is regularly required to walk; stand; stoop; and sit at a desk or table, enter data into a computer, and perform normal office duties such as filing. This person must also have the ability to physically control animals resisting detention, be physically fit, and be able to exert or lift at least 50 pounds or more without limitations. Most work is typically performed in an indoor environment sitting at a desk and/or caring for shelter animals.