



Idaho Humane Society Job Description

Part-time Shelter Front Desk Customer Service

You are the right person if you like animals, are a team player, can handle difficult people and stressful situations, and can multitask - all with a smile! The job duties include assisting the public, answering questions, processing adoptions, redemptions, relinquishments, lost & found pets and licenses. Provide assistance to customer and other departments, as needed. You must be able to work at least 1 weekend day.

Qualifications: You must have excellent telephone etiquette, be familiar with the computer and able to learn new applications, be punctual, and have excellent customer service skills. Must be able to lift up to 40 pounds and be comfortable around all species of animals. High school diploma or GED is required.

Part-time Clinic Customer Service Receptionist

Successful candidates for a front desk receptionist at the Idaho Humane Society Veterinary Clinic must possess an enthusiastic approach to his or her job as an employee of the Idaho Humane Society. The clinic is a fast paced and highly productive entity that serves the public as well as the animals in the shelter. Employees must be team players and must promote the mission of the entire organization. Along with welfare of the patient, customer service and client management are priorities in the business. Excellent communication skills including education and compassion for the client and patient must be implemented on a regular basis. An energetic, positive, and outgoing personality best suits the needs of our clinic front desk format. You must be able to work at least 1 weekend day.

Qualifications: You must possess basic computer skills and ability to perform data entry, and have at least two years recent experience in an office or medical environment. High school diploma or GED is required. Knowledge of veterinary medical terminology, experience with veterinary practice software (such as Cornerstone and PetPoint), and recent veterinary facility experience are preferred.

Abilities, Skills, & Knowledge: Must be an advocate for the welfare and responsible care of animals. Must be able to utilize proper grammar, spelling and legible penmanship. Must have clerical skills such as filing, entering data, scheduling appointments, managing phones and working with monetary transactions. Must be able to lift up to 40 pounds and be comfortable around all species of animals.