



Idaho Humane Society Job Description

Shelter Front Desk Customer Service Associate

The Idaho Humane Society is a community-supported open-door facility that provides shelter, medical care, adoption services, humane law enforcement services and much more to over 20,000 animals annually. Since its incorporation in 1945, the Idaho Humane Society has become one of the most recognized and beloved nonprofit organizations in the community.

Department:	Shelter
Classification:	Regular, non-exempt
Job Relationships:	Supervised by Front Desk Manager
Salary:	Starting rate is \$10.00/hour
Benefits (based on eligibility):	Paid time off accrual, eight paid holidays, retirement plan, health insurance, dental insurance and supplemental insurance. All employees receive discounts on veterinary care and retail store pet supplies, as well as veterinary care credit and one free adoption annually.

Position Summary:

The Shelter Front Desk Customer Service Associate is responsible for assisting the public in our adoption center located at 1300 S. Bird Street. This includes answering phones, answering customer questions, and processing adoptions.

Duties and Responsibilities

- Greet customers upon arrival with a friendly and welcoming attitude
- Answer customer questions
- Process adoptions, both on and offsite
- Process licensing paperwork
- Accept public donations and provide receipt
- Filing of adoption paperwork
- Enter microchip information
- Answer phones, return messages, and direct calls to appropriate department
- Maintain cleanliness of lobby and work areas
- Assist in restocking retail store and ringing up store purchases

Qualifications

- Required:
 - Excellent verbal, written, and interpersonal skills, as well as organizational skills, attention to detail, and ability multi-task
 - Strong computer skills (Microsoft Office) and ability to learn shelter specific computer programs
 - Must be punctual and reliable
 - High School Diploma or GED
 - Sincere interest in IHS mission and vision
- Desired:
 - Previous animal handling experience
 - Previous customer service experience

Working Conditions

- Most of shift spent working indoors in air-conditioned/heated building using a computer and phone

Mental, Physical and Communications Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires speaking and writing effectively and clearly in a professional manner.
- Requires treating people and animals in a pleasant, courteous and professional manner.
- Ability to lift and carry items weighing up to 50 pounds with assistance

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

Idaho Humane Society is an Equal Opportunity Employer