



Humane Society of Broward County PETCO Customer Service Representative I Job Description

Job Title: PETCO Customer Service Representative I
Department: 010, 020 or 030 – PETCO Customer Service
Reports to: Director of Customer Service
FLSA Status: Non-Exempt
Revision Date: 9/2011

JOB SUMMARY

Assists prospective pet owners in finding pets suitable to their lifestyles by providing information about our programs and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Demonstrates courteous and friendly manner towards customers, co-workers and volunteers on a daily and ongoing basis.
- Provides accurate information in a clear and concise manner in accordance with HSBC policies on a daily, ongoing and as needed basis.
- Opens, secures, closes the off-site adoption facility as needed.
- Maintains facility supplies in stock and re-orders when necessary.
- Cleans and disinfects cages, flooring, kennels and surfaces on a daily basis in adherence to HSBC's disease management guidelines and department SOPs.
- Greets and directs patrons on a daily basis.
- Answers customer's questions and answers phones in accordance with HSBC policies on a daily, ongoing and as needed basis.
- Shows animals to prospective adoption parents on a daily and as needed basis.
- Assists with all necessary animal paperwork at the time of send home, in accordance with HSBC policies on a daily, ongoing, and as needed basis.
- Enters all adoption information into the shelter management system in accordance with HSBC policies on a daily, ongoing, and as needed basis.
- Educates patrons about responsible pet ownership and care in accordance with HSBC policies on a daily, ongoing, and as needed basis.
- Completes and approves adoption applications with a patron in accordance to HSBC policies. Makes sound judgments in adoption approvals.
- Conducts the required adoption follow-up to answer any questions and to verify that proper pet care is being given after the adoption is complete on a daily and as needed basis.
- Maintains neatness and cleanliness in adoption facility areas on a daily and as needed basis.
- Maintains current on updated promotions, shelter services, shelter programs and adoption efforts.
- Encourages solicitations from patrons in accordance to HSBC policies on a daily and as needed basis.
- Cleans and feeds animals in accordance with HSBC guidelines.
- Promotes partnership with Purina and VCA.
- Verifies tag numbers.
- Adheres to HSBC's disease management and safety precautions on an ongoing basis.
- Assists in training and orienting other Customer Service Associates in accordance to HSBC training procedures set forth by supervisor.

SUPERVISORY RESPONSIBILITIES

- None; however, may lead, train, or participate in work team assignments.

NON-ESSENTIAL DUTIES

- Performs any other duties assigned by supervisor in accordance to HSBC policies as needed.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed
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below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ABILITIES:

- Ability to read and interpret documents such as safety rules, operating instructions and procedure manuals.
- Ability to perform mathematical functions.
- Ability to perform basic clerical and bookkeeping skills.
- Ability to keep accurate and detailed records.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to process complex verbal and written instructions and translate them into a series of logical problem solving steps.
- Ability to communicate effectively verbally and in writing.
- Ability to fluently speak, write and understand English.
- Ability to write legible on HSBC forms, reports and documents.
- Ability to operate a desktop PC, 10 key calculator and related peripheral computer equipment.
- Ability to perform cash handling and credit card functions.
- Ability to answer all questions effectively and in a pleasant manner.
- Ability to communicate effectively with the public and to a variety of audiences.
- Ability to interact productively with individuals at all levels within the organization.
- Ability to adhere to disease management and safety protocols.
- Ability to establish and maintain effective working relationships with co-workers and volunteers of diverse background and cultures regardless of race, religion, sex, sexual orientation, disability or political affiliation.
- Ability to work in a team oriented and frequently changing environment.
- Ability to work under stress during crisis or disaster situations.
- Ability to work varied hours/days, including nights, weekends, and holidays, as needed.
- Ability to provide and support HSBC's vision and direction.

PHYSICAL DEMANDS

- While performing the duties of this Job, the employee is regularly required to walk and stand for long periods of time.
- While performing the duties of this Job, the employee must be able to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear for extended period of times.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee must be able to place and retrieve information in and from the shelter management system.
- The employee must be able to utilize phone system, 10-key calculator, copier, scanner, desktop PC and related peripheral computer equipment.
- Specific vision abilities required by this Job include close vision and the ability to adjust focus.
- The employee will occasionally be required to drive company van for transports and offsite mobile adoptions.
- While performing the duties of this Job, the employee will be required to handle, restrain, lift and have contact with domesticated animals.
- While performing the duties of this Job, the employee must be able to bend and use legs, arm and back muscles without discomfort.
- While performing the duties of this Job, the employee is regularly exposed to and comes in close contact with domestic animals; therefore, the employee cannot be allergic to these animals.
- The employee is required to adhere to company personal appearance policy and wear supplied uniform shirts/jackets when required.
- The employee may be required to work extended hours during an animal transport, company-defined crisis or disaster situation.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly exposed to domesticated animals and susceptible to being bitten or scratched.
- Adoption and clerical aspects of job are performed in a retail office setting; however, when working at the main facility the employee may also work in kennels, cat areas, examination, training areas, and throughout the shelter and will have some exposure to wet or humid conditions (non-weather) while in the kennel areas.

- Job will occasionally require work to be performed outdoors as a result of mobile adoptions.
- While performing the duties of this Job, work is performed constantly in a facility that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents.
- While performing the duties of this Job, the employee frequently positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.).
- The noise level in the work environment varies from low to moderate levels.

EDUCATION, EXPERIENCE, and TRAINING

- High school diploma or general education degree (GED) required.
- One year of full-time customer service, clerical, or closely related work; or any equivalent combination of training and experience required.
- Knowledge and understanding of animal breeds and temperaments is preferred.
- Knowledge of proper phone etiquette.
- Knowledge of customer service principles and practices.
- Knowledge of administrative and clerical procedures.
- Experience with cash handling and credit card processing required.
- Must be computer literate and experience with Windows based software, MS Office products and Chameleon/CMS© or an equivalent integrated shelter software case management system.
- Possession of a valid Florida driver’s license required.

Note: Management has the right to assign or reassign duties and responsibilities to this Job at any time. Critical features of this Job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position. This job description does not create an employment contract, implied or otherwise, other than an "at will" relationship.

I HEREBY ACKNOWLEDGE THIS FORM HAS BEEN PRESENTED TO ME BY MY SUPERVISOR AND I HAVE READ AND UNDERSTAND THE DUTIES OF MY POSITION:

EMPLOYEE:

Print Name: _____ Date: _____

Signature: _____

SUPERVISOR:

Print Name: _____ Date: _____

Signature: _____