



LARIMER HUMANESOCIETY

3501 East 71<sup>st</sup> Street  
Loveland, CO 80538  
Phone: (970) 226-3647  
Fax: (970) 226-2968  
[www.larimerhumane.org](http://www.larimerhumane.org)

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## Client Services – Phone Assistant

**Objective:** Assist Client Services department by providing excellent telephone and customer service support for Larimer Humane Society.

**\*\*Note:** This position will have no animal contact.

### **Duties:**

- Answers, screens, and transfers calls to appropriate departments
- Assist clients over the phone by answering general questions
- Assist staff by taking messages for the Client Services department
- Assist staff by returning messages regarding general information
- Assist staff with adoption follow-up calls
- Assist staff with other administrative duties, as needed

### **Training:**

- Regular email access
- Attend volunteer orientation
- Interview with Client Services Supervisor(s) or Client Services Lead
- Attend both Client Services and Community Outreach specific trainings
- Direct on-the-job training with Client Services Supervisor(s), Client Services Lead and/or Client Services Representatives, including Larimer 301 (messaging) training
- Attend continual on the job training provided by Larimer Humane Society staff and experienced volunteers

### **Qualifications:**

- Customer Service:** Must demonstrate excellent customer care when interacting with members of the public. This includes assessing customer needs, meeting quality standards for the services we provide to the public, and the ability to ascertain a customer's level of satisfaction with the organization.
- Positive Communication Skills:** Volunteer must provide exceptional communication and positive representation of the organization to customers and other external parties. This includes both verbal and written communication.
- Strong Interpersonal Skills:** Must establish and maintain cooperative working relationships with others and be able to participate in a team-oriented work environment.
- Problem Solving:** Must be able to identify possible customer concerns and be able to actively solve the problem either through training or experience

provided by the Client Services staff or secure the assistance of a Client Services Supervisor, the Shelter Manager or Director of Operations when necessary and appropriate.

- ❑ *Priority Assessment:* Be able to ascertain the importance of client needs and maintain a high-level of service to the public.
- ❑ *Emotional Intelligence:* Must have the ability to recognize and control your emotions to maintain a high level of professionalism with internal staff, volunteers and external customers.
- ❑ *Communication and Active Listening:* The ability to promote two-way communication by presenting clear ideas using thoughtful and responsive words. The capability to summarize and reflect ideas back for accuracy and ask questions when you are unclear.
- ❑ *Technical Skills:* Must have knowledge of working with computers. Information provided to clients is often obtained via use of internet or shelter software.
- ❑ Must be able to adhere to Larimer Humane Society's Professional Code of Conduct.

***Volunteer Benefits:***

- ❑ Ability to hone customer service, communication, problem solving and interpersonal skills.
- ❑ Gain knowledge of Larimer Humane Society's clientele and animal-related issues.
- ❑ Gain knowledge of shelter procedures and operations.
- ❑ Learn information that will improve your relationship with your own companion animals.

***Supervision:***

Direct supervision by Client Services Supervisors and indirect supervision by Client Services staff, Shelter Manager, and Director of Operations.

***Time Commitment:***

Willing to volunteer at least 2 hours per week (same day and time each week) for a minimum of 6 months.