



LARIMER HUMANESOCIETY

Client Services Representative

Job Title:	Client Services Representative (CSR)
Department:	Shelter
Job Classification:	Full-Time or Part-Time, Hourly, Non-Exempt Position
Job Relationships:	Reports to Client Services Supervisors Provides support and training to assigned volunteers

This position represents Larimer Humane Society in a professional and courteous manner and provides quality client service at the Shelter's front desk. This position requires learning a wide range of policies and procedures and the ability to enter complete and accurate data into our computer system. CSR positions may be either full-time or part-time providing client service Monday-Friday 7:30am – 7:30pm and Saturday - Sunday 7:30am - 5:30pm.

Major Duties and Responsibilities:

- Provides quality in-person and telephone client service
- Educates clients on responsible animal guardianship, animal care and local ordinances
- Conducts animal adoption counseling, has a good understanding of SAFER evaluations, Meet-Your-Match, medical history and any other paperwork that needs to be covered with client
- Completes animal adoptions and returns to owners, ensuring all transaction paperwork and computer records are complete and accurate
- Processes stray and relinquished animals, enters computer data, vaccinates and completes necessary paperwork
- Ensures that lost reports and morning/closing checklists are done accurately and completed as assigned
- Completes disease control and cleaning of public areas daily and ongoing throughout the day

Other Duties:

- Solicits donations from clients and assists with in-kind donations
- Performs liaison duties as needed
- Learns basic duties of other departments and support other departments and staff

Job Qualifications:

Education/Experience: Minimum of high school diploma or GED; Minimum of 1 full year of customer service experience in a fast paced environment with a variety of client needs.

Knowledge: Knowledge of animal breed, behavior, and handling; Must become animal handling certified; Knowledge of Chameleon shelter software a plus; Knowledge of Microsoft Office applications (Access and Excel)

Skills: Effective verbal communication skills for in person and telephone contact; Excellent customer service skills, particularly with a variety of client situations; Able to prioritize duties and perform multiple tasks; Able to work in a high-stress, fast-paced environment; Solid computer skills; Ability to learn, retain and communicate a wide variety of information; Detail orientation. Must have emotional intelligence, work ethics and integrity skills.

Abilities: Able to work with animals; Able to learn specialized software quickly; Able to work with disinfectants and cleaning supplies; Able to perform physical work including scrubbing, mopping, lifting, walking, and bending

Other: Must be at least 18 years of age (required for insurance purposes); Valid Colorado Driver's License and insurable driving record required. Must maintain personal vehicle insurance requirements.

Working Conditions:

Work Environment: Work performed in animal shelter setting; Potential for exposure to zoonotic diseases and cleaning chemicals; Potential for exposure to dangerous and fractious animals; Potential exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals

Physical Activities: Occasional lifting of up to 50 pounds without assistance and more with assistance; Potential for standing on feet and/or sitting for 8 to 10 hours per day; hours a day; Work includes answering phones and performing data entry; kneeling; squatting; lifting; bending; cleaning rooms and cages; scrubbing; mopping; walking dogs on a leash; animal restraint; and handling needles and syringes.

TO APPLY:

Submit your resume along with your cover letter detailing your customer service experience, the hours you are available, and how you meet the job qualifications listed to resumes@larimerhumane.org. No phone calls. **Note: This posting is for a full-time position that may include at least one weekend day shift. Schedules are subject to change.**

**Larimer Humane Society conducts criminal background checks, DMV checks,
and requires drug testing of all employment candidates.**