



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. The position includes animal handling responsibilities. 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. Note: This posting is for a FULL-TIME CSR.

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 evaluations, matching, medical history and any other paperwork that needs to be covered with client
- Completes animal adoptions and returns to owners, ensuring all transaction payments, 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
- Adheres to the standards of professional conduct and communicates in a professional manner with clients, staff, management and volunteers

Other Duties:

- Solicits donations from clients and assists with in-kind donations
- Performs liaison duties as needed
- Serves on committees and task forces as assigned
- Learns basic duties of other departments and supports other departments and staff
- Maintains solid attendance and is punctual
- Other duties as assigned

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 and professional 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 including the ability to communicate in a professional manner and work collaboratively with members of staff at all levels.

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. Able to quickly learn and maintain adherence to the Organization's standards of professional conduct. Ability to maintain solid attendance and punctuality expectations.

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 is primarily performed in the 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. Exposure to deceased 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.

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