



## Client Services Supervisor

<b>Job Title:</b>	<b>Client Services Supervisor</b>
<b>Department:</b>	<b>Shelter</b>
<b>Job Classification:</b>	<b>Full-Time, Non-Exempt, Hourly Position</b>
<b>Job Relationships:</b>	<b>Reports to Shelter Manager and Shelter Supervisor Supervises Client Services Representatives, Client Services Leads and assigned volunteers</b>
<b>General Purpose:</b>	<b>Responsible for ensuring consistent, high quality client services for Larimer Humane Society's Adoption areas, Intake areas and call center.</b>

Client Services Supervisors are responsible for the operations of the Shelter's Adoption and Intake areas as well as the company's call center, during a particular shift, ensuring clients receive consistent and high quality services. Services include animal adoptions, returns, intakes, merchandise sales and more. This is a full-time, working-supervisor position with engagement in all client services tasks. The position involves daily interaction with animals in our care in addition to providing services to clients. Participates in Shelter Team, Safety Team, Shelter Supervisors, Direct Volunteer Supervisors and Supervisor/Manager meetings and is actively engaged in reviewing work-flow, creating schedules and suggesting and implementing improvements. Schedule includes at least one weekend day, and overtime will be required as needed.

### Major Duties and Responsibilities

**Responsible for the daily operations of the Adoption and Intake areas in a manner that ensures clients receive consistent, high quality service:** Responsible for the timely opening and closing, balancing cash drawer, completing data entry, processing transactions and ensuring accuracy of transactions and data entries processed by Client Service Representatives, selling licenses, accepting donations, inventory processing and providing for the cleanliness and organization of public areas. Assists in analyzing work-flow, work procedures and staffing levels and suggests and implements improvements. Responds to client concerns and grievances.

**Responsible for the supervision of Client Service Representatives:** Schedules, trains, assigns duties and supervises CSRs and volunteers during a particular shift. Develops and conducts training programs for staff and volunteers. Participates in evaluating, coaching, counseling and disciplinary actions for staff. Participates in department hiring. Promotes positive recognition of good performance and is actively engaged in teambuilding. Serves as a role model for the Organization's Standards of Professional Conduct, professional communication and emotional intelligence.

**Performs the duties of a Client Service Representative:** Provides quality in person and telephone service to the clients of Larimer Humane Society. Educates clients on responsible animal guardianship, animal care and local ordinances. Conducts animal adoption counseling with a good understanding of animal evaluations, medical history and other information discussed with clients. Conducts animal adoptions and properly completes all paperwork; Processes stray and relinquished animals, enters computer data, vaccinates animals and completes paperwork; Ensures that lost reports and morning/closing checklists are completed accurately; Completes disease control and cleaning procedures for public areas.

**Participates as a Member of Shelter Team:** Brings forward, in a timely and professional manner, issues that are impacting the Shelter and offers information and options. Actively participates in discussions and meetings. Contributes to the creation and revision of the Shelter's standard operating procedures. Serves as a role model for staff.

**Educates and counsels clients on animal welfare-related issues, programs and services, and animal adoptions**

**Maintains solid attendance and is punctual**

### Other Duties and Responsibilities

Plans for, recruits, trains, schedules and counsels volunteers  
Manages rental programs  
Supports off-site adoption program, events and marketing efforts as needed  
Learns and performs euthanasia of shelter animals as assigned  
Participates on committees and task forces as assigned  
Other duties as assigned

### **Job Qualifications**

**Education/Experience:** Minimum of Associate's Degree or equivalent applicable work experience; Minimum two years of customer service experience; Minimum one year of proven supervisory experience or six months of Larimer Humane Society lead experience showing initiative, leadership and professionalism. Previous animal welfare or animal care experience highly desirable.

**Knowledge:** Knowledge of basic animal handling; Knowledge of basic animal health, care, and welfare; Knowledge of animal breeds and colors; Knowledge of training and behavior rehabilitation methods (especially positive dog training methods) a plus; Knowledge of Chameleon Shelter Software or other shelter software highly desirable.

**Skills:** Strong customer service skills required; solid computing skills (Microsoft Office environment); effective written and verbal communication skills; public speaking; strong organizational skills. Staff supervision or leadership. Proven emotional intelligence, work ethics and integrity skills required.

**Abilities:** Able to work with the animals within the Shelter's care. Effective record keeping ability. Able to work independently and in a team setting. Able to remain calm and level-headed in stressful and emotional work environments. Able to use sound judgment when dealing with confidential information. Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment. Able to quickly learn and use specialized software. Able to exercise good judgment when dealing with personnel, client, animal, or management issues. Able to work with disinfectants and cleaning supplies. Able to perform the physical work requirements of the position including data entry, lifting, carrying, walking dogs on a leash, bending, squatting, cleaning, sitting for periods of time. Ability and willingness to become euthanasia certified and to perform euthanasia of animals. Able to handle animals in all conditions including deceased. Ability to serve as an example to staff in adhering to the Organization's standards of professional conduct and utilizing emotional intelligence.

**Other:** Must be at least 21 years of age (required for insurance purposes); Valid Colorado Driver's License and insurable driving record.

### **Working Conditions**

**Work Environment:** Most work performed at the facility's Adoption and Intake areas, in a shared office, and in the animal shelter setting. Some work will be performed at offsite locations. 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. Schedule will include a weekend day and overtime will be required as needed.

**Physical Activities:** Eight to 10 hour shifts spent supervising and providing client services. Frequent standing, sitting, walking, answering telephones and performing data entry. Seeing, hearing, listening and speaking. Occasional lifting and carrying of up to 50 pounds unassisted and heavier amounts with assistance. Lifting, kneeling and squatting, cleaning (scrubbing/mopping), walking dogs on a leash, animal restraint, handling syringes and needles, driving a vehicle and more.

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