

Client Services Representative – Lead



LARIMER HUMANESOCIETY

Job Title:	Client Services Representative (CSR) – Lead (internal only opportunity)
Department:	Shelter - 02
Job Classification:	Full-Time, Hourly, Non-Exempt Position
Job Relationships:	Reports to Client Services Supervisor(s) and Shelter Supervisor. Provides formal support for Client Services Representatives and assigned volunteers and assists with training, opening and closing duties and more. Assists supervisors with department operations as required.

Client Services Representative (CSR) Lead positions represent Larimer Humane Society in a professional and courteous manner and provides quality client services and leadership in the Shelter's adoption and Intake areas. The position requires a working knowledge of a wide range of policies and procedures, the ability to consistently enter complete and accurate data into our computer system, and the ability to serve as a role model for the department. Our CSR Lead positions are chartered with formally supporting department staff and volunteers, assisting with training and information, and assisting with opening and closing duties and oversight. The position assists Client Services Representatives with client grievances. The position is full-time providing client services in support of shelter hours (Monday - Friday 6:00am – 8:00pm and Saturday - Sunday 6:00am – 7:00pm). Work shifts vary and include at least one weekend shift and overtime as required. This is an internal promotion opportunity and applicants must be meeting the performance, behavior and safety expectations set forth by Larimer Humane Society.

Major Duties and Responsibilities:

- Performs the duties of a Client Services Representative. Educates clients on responsible animal guardianship, animal care and local ordinances. Completes animal adoptions, returns to owners, euthanasia requests and other Client Services ensuring all transaction paperwork and computer records are complete and accurate
- Serves as a role model for customer service, safe work habits and the Standards of Professional Conduct Provides quality in-person and telephone client service and training assistance to new CSR team members
- Ensures that lost reports, hold reports and morning/closing checklists are processed accurately and completed as assigned
- Completes disease control and cleaning of public areas daily and ongoing throughout the day
- Administers animal vaccinations
- As assigned, attends Volunteer Manager meetings; participates in volunteer interviews; formally communicates with and trains volunteers as requested and ensures check lists are completed. Learns and utilizes Volgistics as required. Assists in supervising community service volunteers.
- Serves as a team resource for authorizing approval of reductions in reclaim and surrender fees and more
- Understands required data to be captured and enters veterinary documents, microchip information and other data as needed
- Responsible for timely opening and closing, balancing cash drawer, counting the change bag and communicating totals and needs
- As an experienced member of the team, serves as a point of escalation for Client Services Representatives
- Meet and maintain attendance and punctuality expectations

Other Duties:

- Assists with preparation and transport of offsite adoption animals and at offsite adoption events, as requested
- Participates in cross-training for other department members and students as requested
- Assists Client Services Supervisors in evaluating and implementing volunteer and staff training needs
- Participates in department interview process as requested
- Assists department management with team communications as requested
- Learns basic duties of other departments and supports other departments and staff
- Attends meetings and performs liaison duties as required
- Other duties as assigned

Job Qualifications:

Education/Experience: A minimum of a high school diploma or GED and applicable work experience required. Minimum of 2-years customer service experience in a fast paced environment dealing with a variety of client needs. Minimum of 3-months Larimer Humane Society CSR experience required, or minimum of 6 month lead/supervisor experience from past applicable work experience. Experience assisting other CSR's with learning processes and procedures. Must be vaccination certified.

Knowledge: Proven working knowledge of all aspects of the CSR position. Knowledge of animal breed, behavior, and handling; Must be animal handling certified; Knowledge of, and experience working with, Chameleon software required; Knowledge of Microsoft Office applications (Access and Excel); Knowledge and use of emotional intelligence in the work place required.

Skills: Must have emotional intelligence, work ethics and integrity skills. Excellent verbal communication skills for in person and telephone contact; Effective written communications skills; Excellent customer service skills, particularly with a variety of client situations; Intermediate or above computer skills; Detail oriented; Conflict management skills; Animal vaccination skills

Abilities: Able to work with the animals within the Shelter's care. This includes the ability to work visually and audibly, with animals both alive and deceased, including dogs, cats, small mammals, barnyard animals, exotic animals and more; Able to exercise good judgment when dealing with client, co-workers and animal issues. Able to continuously model safe working habits and to follow applicable policies and procedures. Able to work with disinfectants and cleaning supplies; Able to maintain composure in a fast paced an often stressful and emotional work environment; Able to use sound judgment when dealing with confidential information. Able to prioritize duties and perform multiple tasks; Ability to learn, retain and communicate a wide variety of information; Able to perform physical work including scrubbing, mopping, lifting, walking, and bending. Able to work a flexible schedule including evenings and weekends as required. Ability to learn and be involved in the hands-on euthanasia process.

Other: Must be 21 years of age; Valid Colorado driver's license and insurable driving record for insurance purposes. Overtime will be required.

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 for exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals; Potential for exposure to various weather conditions when working in outside kennels and pens

Physical Activities: Lifting of up to 50 pounds without assistance and more with assistance; Potential for standing, walking and/or sitting for 8 or more hours per day; Listening and verbally speaking and performing data entry. Using the telephone, computer and other office equipment. Kneeling, squatting, lifting, bending, cleaning rooms and cages (scrubbing and mopping); Driving a vehicle; Physically examining animals; Walking dogs on a leash and animal restraint; Handling needles and syringes.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Larimer Humane Society is an equal employment opportunity organization.

Larimer Humane Society conducts criminal background checks, DMV checks and requires drug testing for all employment candidates. Benefits include medical, dental, vision, matching 403b retirement plan, supplemental accident insurance, STD/LTD, paid time off and more.