# LHS

**Client Services Representative**

|  |  |
| --- | --- |
| **Job Title:**  | Client Services Assistant (CSA) |
| **Department:**  | Shelter |
| **Job Classification:**  | Full-Time or Part-Time, Hourly, Non-Exempt Position |
| **Job Relationships:**  | Reports to Client Services Supervisors |

Part-Time or Full-Time. 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. Animals in our care include dogs, cats, small mammals, barnyard animals, exotic animals and more. Work shifts may be either full-time or part-time and work Schedules will include at least one weekend day and overtime for full-time positions as required. Shifts cover 8:30AM – 6:30PM Monday-Friday and 8:30AM – 6:00PM Saturday-Sunday and are subject to change.

**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, medical history and any other paperwork that needs to be covered with client
* Facilitates animal visits and adoptions ensuring all transaction payments, paperwork and computer records are complete and accurate
* Walks clients who are missing their pets through stray animal areas
* Ensures that lost reports and morning/closing checklists are done accurately and completed as assigned
* Conducts post adoption follow up calls with clients
* Photographs animals
* Traces microchips and all other forms of identification
* Completes daily record keeping, scanning and filing tasks
* 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
* Informs Veterinary Staff, Behavior Staff, and/or Supervisor(s) about animal health or behavior concerns
* Performs liaison duties as needed
* Cross-trains in other Shelter departments and may support other departments
* Maintains solid attendance and is punctual
* Other duties as assigned

**Job Qualifications:**

**Education/Experience:** Minimum of high school diploma or GED; Previous customer service experience desired.

**Knowledge:** Knowledge of animal breed, behavior, and handling; Must become animal handling certified with provided training.

**Skills:** Effective verbal communication skills and teamwork skills; Able to prioritize duties to perform multiple tasks; Work in fast-paced environment; Computer skills; Proven emotional intelligence, ethics and integrity skills are required.

**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 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. Able to work a flexible schedule including evenings and weekends as required.

**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. Overtime will be required for full-time employees.

**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 for full-time position; Work includes answering phones and performing data entry; kneeling; squatting; lifting; bending; cleaning rooms and cages; scrubbing; mopping; walking dogs on a leash; animal handling and restraint; May handle needles and syringes.

**Note: The job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Larimer Humane Society conducts background checks, DMV checks and requires drug testing of all employment candidates.**

**We are an Equal Opportunity Employer. Benefits for full time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part time employees include paid time off (PTO); a matching 403b plan and more.**