Animal Protective Foundation
Job Description

Client Services Assistant

Position Status: Part-Time, Non-Exempt
Reports to: Client Services Manager
Date Revised: July 2020
Work Hours: 8:30 am – 5:00 pm, Tuesday, Wednesday, Friday, Saturday, 12:00 pm – 5:00 pm Thursdays (36 hours)

PURPOSE OF THE POSITION

The Client Services Assistant (CSA) is responsible for the compassionate delivery of programs and services offered through APF’s shelter front desk (ie. adoptions, intake of pets, and providing resources to community members in need), while providing outstanding customer service. The CSA supports the Client Services Manager in staff and volunteer training and the implementation of best practices at the front desk. The CSA will be cross-trained to assist with client services in the APF’s Community Spay/Neuter Clinic as well.

Internally, the CSA works in close coordination with the Client Services Manager, Animal Care Manager, Training and Behavior Manager, Director of Operations, Community Engagement Coordinator, Veterinary Staff, Volunteers, Accounting staff and other APF personnel. Externally, the CSA has frequent interactions with members of the community, rescue organizations, Animal Control Officers, Town Clerks, and county health department.

The CSA must be a professional, self-motivated, positive, goal oriented, and organized individual with excellent interpersonal communication and problem solving skills. All employees are expected to exemplify, mentor, and reinforce the APF Mission, Vision and Values and all board policies.

DUTIES AND RESPONSIBILITIES

Duties include ensuring quality customer service on a daily basis for adoptions, surrenders, rescue transfers, animal control officer interactions, stray services and retail services through implementation and adherence to client care philosophies and standard operating procedures. Training staff and volunteers on front desk operations is an important component of the position.

Client Care & General Duties 75%

- Works at the front desk to assist clients and support client care team members; includes adoption counseling, referral to pet and community resources, and scheduling appointments for shelter services.
- Responsible for closing duties including daily cash-out and reconciliation as well as overseeing end of day cleaning at the front desk.
- Ensures organization, cleanliness and efficiency of front desk operations.
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- Oversees ordering for limited retail items related to immediate pet adoption needs with the goal to generate revenue to support shelter operations.
- Assists with morning drop-off and discharge of clients, as well as paperwork and scheduling appointments at the APF’s Community Spay/Neuter clinic as needed.

Leadership 15%

- Trains Client Care team members (Animal and Client Care Specialists and volunteers) on duties associated with front desk programs and services while maintaining and promoting a positive work environment.
- Participate in regular staff meetings through providing clear and important client care and program information to team members.
- Promote a safe workplace through maintaining work rules and safety training programs which comply with standards set by the APF and other regulatory agencies such as OSHA. Includes training staff and volunteers on safety procedures with clients, such as de-escalating situations.
- Assist in maintain training materials including manuals, forms, policies, and procedures for client care related tasks.
- Contributes to the development and implementation of improvements with client services, including, but not limited to: the use of technology, increasing resources with the goal of pet retention, and a positive client centered approach.
- Lead the shelter client services team in the absence of the Client Services Manager.

Record Keeping 10%

- Assist in maintaining executed Seizure and Disposition Reports in appropriate notebook for annual NYS Department of Agriculture inspection.
- Ensures security of financial assets and daily receipts as well as accurate financial reporting for shelter front desk services.
- Maintains and produces SOPs related to Client Services.
- Ensures animal database and other client program records are accurate and up-to-date.
- Ensures the completion of cleaning and duty logs related to shelter client services areas.

May be assigned to work in departments temporarily, permanently or for cross training. Perform other duties as assigned by the Client Services Manager, Director of Operations or Executive Director.

SUPERVISORY RESPONSIBILITIES

No supervisory responsibilities. Responsible for the training of client care staff and volunteers.
CONTACT & WORKING WITH OTHERS
Has regular contact with other APF employees and volunteers from all departments. Has regular contact with the public and representatives from rescue groups, school groups, town clerks, county health department representatives and others in and out of the APF. Contacts with others will require compassion, tactful exchanges and a professional demeanor. Communicates in a way that demonstrates and promotes collaboration, cooperation, problem solving and interpersonal skills to foster a positive work environment, teamwork and productivity.

WORKING CONDITIONS
Has regular contact with animals with varying degrees of domesticity and physical condition. Occasionally works directly with animal wastes, kennel cleaners and disinfectants, soiled kennels, animal bedding and dishes. You will be exposed to loud noises. You may be exposed to zoonotic diseases. Will work continuously with other shelter workers, volunteers and members of the public. Will have access to protective equipment such as gloves, protective eye and ear wear, etc.

PHYSICAL DEMANDS
Ability to stay standing or active during entire shift. Must be able to lift a minimum of 50 lbs. Work performed both in and out of shelter requires lifting, bending, stooping, pushing and other strenuous activities. Must be willing and capable of working outdoors in all weather conditions.

REQUIREMENTS
• Education and Experience: Minimum of associate’s degree preferred. Must be able to read, write and speak clearly in English so that written and verbal instructions can be followed. Experience in animal welfare, animal handling, and customer service required. Fear Free certified preferred.

• Knowledge: Preferred candidates will have knowledge of companion animal health care, veterinary facility sanitation, canine and feline behavior, control and handling of dogs, cats and other animals as well as knowledge and training related to customer service.

• Skills: Must be able to communicate with the staff, public and agencies/organization representatives in a positive, informative manner. Must have the ability to work cooperatively with people and think on their feet in challenging situations. Must be able to demonstrate safe working habits for self, the animals and the public.
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- **Additional requirements:** Must be able to work holidays and weekends as assigned and meet the physical requirements of the job. Must have and maintain a valid New York State driver’s license.

**NOTE:**

The Animal Protective Foundation is an Equal Opportunity Employer. We do not discriminate on the grounds of age, race, religion, national origin, sex, sexual orientation, marital status, disability or any class protected by law.

The Animal Protective Foundation is an At-Will employer. This is not a contract for employment. The Animal Protective Foundation reserves the right to change job descriptions and job schedules at any time without employee consent to meet changing needs of the organization.

By signing below you are asserting that you are physically able to perform these duties with or without accommodations.

______________________________  ________________________  ___________________
Printed Name                  Signature                  Date

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

List any accommodations needed to assist you in successfully completing these duties.