



**MAUI HUMANE SOCIETY**  
**Job Description**

*The Maui Humane Society is committed to protect and save the lives of Maui's animals, accepting all in need, educating the community, and inspiring respect and compassion towards all animals.*

**Job/Position Title:** Client Services Manager    **Status:** Exempt    **Date:** April 2021

**Primary Purpose:** Responsible for the day-to-day operations of the Front Office and related programs including retail sales. Leads and directs staff and works with the Director of Client Relations (DCR) to ensure goals and objectives for the department are carried out, including exemplary customer service. As a member of the management team, serves as a resource to other teams and departments.

**Workers Supervised:** Customer Service Representatives (CSRs) and related volunteers

**Essential Duties/Functions:**

1. Oversee delivery of services provided by CSRs including but not limited to animal intake, reclaims, adoptions, licensing, lost and found pet reporting, trap rentals, and request euthanasia and cremation services.
2. Supervise customer service activities and staff performance in these areas according to organization policies and employment laws so as to optimize overall customer satisfaction and drive adoptions, donations, sales, and agency promotion.
3. Oversees the training program for new CSRs, establishes work assignments and schedules, and responds to employee suggestions and concerns.
4. Interacts with and guides volunteers assisting within the Client Relations
5. Provide input and work with DCR to hire, evaluate, discipline and terminate employees.
6. Research and draft policies and procedures for customer service as requested by DCR. Maintain and administer approved policies and procedures.
7. Work with DCR to establish, implement and evaluate goals related to duties such as adoptions, donation income, merchandise sales, etc.
8. Facilitates problem resolution with customers and CSRs.
9. Communicates with other departments as needed to ensure smooth and efficient operations.
10. Interacts with coworkers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst departments.
11. Responsible for maintaining the integrity of data in relevant databases.
12. Supervise cash and payment systems in accordance with company procedures and policies. Responsible for reconciling daily cash receipts with register totals. Prepares daily deposits and reports discrepancies as needed.
13. Work with DCR to ensure layout, front office procedures and customer traffic flow maximizes customer satisfaction and sales.
14. Responsible for maintaining inventory of all supplies for front office including but not limited to licenses and relevant office supplies.
15. Identifies needs for repairs and/or replacement of equipment when necessary and communicates needs to DCR.
16. Communicate effectively with DCR on relevant issues, keeping DCR informed in a timely manner.
17. Participate in disaster preparedness and response activities for the shelter and community as it pertains to pet animal related needs.
18. Facilitate promotional strategies and activities and solicit support of agency overall, maintaining and promoting a positive public image standard relevant to MHS.
19. Attend and participate in departmental and shelter meetings. Attend educational opportunities as

recommended/approved.

20. Responsible for overall cleanliness and organization of relevant work areas.
21. Report and correct any safety hazards or unsafe use of MHS equipment.
22. Other duties as assigned by DCR.

**Working Conditions:** Air-conditioned office environment, shared office space, and outdoors.

**Equipment Used:** Computers, printers, cash register, phone, smart phone, fax machine, copier, pet related items (leashes, collars, harnesses, carriers etc), truck, animal restraint equipment.

**Working Hours:** This is an hourly position that requires flexibility. While a typical workweek will be 40 hours and will include weekends, opening and closing procedures, emergencies and/or meetings will require flexibility.

**Mental Demands:** Requires the ability to multitask, prioritize and handle high levels of stress. Position requires excellent organizational skills, as well as a high level of accuracy and attention to detail. Must have adequate judgment and self-confidence to handle supervisory duties. Must be able to meet deadlines and delegate appropriately. Must be a team leader able to instruct, guide, commend, and provide correction as needed for staff. Requires exceptional attention to detail, courteous and professional demeanor, extensive interaction with staff and public. Requires the ability to think clearly, act quickly and utilize sound judgment in a variety of situations. Requires the ability to be self-disciplined and self-motivated. Must have the ability to create a team and cooperative environment amongst their own department as well as other departments and volunteers. Requires emotional capacity to handle euthanasia related issues including communication about these issues to the public.

**Physical Demands:** Requires the ability to be physically active during the entire shift. This position involves desk and computer work. Must be able to lift and carry up to 50 pounds. Must be able to work at a fast and efficient pace.

**Minimum Qualifications:**

- High School Graduate or equivalent.
- Minimum 5 years of experience in customer service field or ability to demonstrate skills.
- Minimum 2 years of supervisory experience or ability to demonstrate skills.
- Excellent customer service skills. Ability to form and maintain professional relationships.
- Excellent verbal, written and observational skills.
- Professional in appearance and behavior.
- Confident computer skills including experience with Google Apps, Microsoft Word, Excel, social media.
- Possession of a valid driver's license with a clean driving and criminal abstract.

**General Requirements:**

- Must have a passion for animals and support the mission of the Maui Humane Society.
- Must treat animals humanely, with love and concern both on and off the job, and transmit these values to others.
- General knowledge of pet behavior and care. Ability to work with and handle all kinds of animals in a safe and responsible manner.
- Positive attitude is a must!

**Additional Qualifications that would benefit this position:**

- Prior background in animal welfare or related field.
- Post high school education especially as related to management and/or business.
- Retail experience.