



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: Customer Service Representative **Status:** Nonexempt **Date:** April 2021

Primary Purpose: Works in all aspects of Customer Service including animal intake, care and disposition, and Adoption and Animal Care related duties. Responsible to and under the direction of the Director of Client Relations (DCR) and Customer Service Manager (CSM).

Essential Duties/Functions: (See Policies and Procedures Manual for specific details)

Customer Services Related Duties:

1. Greet and assist all customers in a positive and helpful manner.
2. Promptly answer telephone and direct calls to the proper destination.
3. Respond to email correspondence in a professional and timely manner.
4. Provide information to the public regarding Maui Humane Society (MHS) programs and services or other animal related matters.
5. Handle the surrender and reclaim of animals through the shelter ensuring that all proper documentation has been completed.
6. Compassionately assist customers utilizing pet cremation and euthanasia services.
7. Assist and counsel potential adopters and complete the adoption process.
8. Issue dog licenses, collect fees, and ensure all proper documentation has been completed.
9. Assist customers with other MHS programs and services including but not limited to lost and found animal reports, trap and air kennel rentals, and scheduling spay/neuter appointments.
10. Maintain the integrity of data in animal software system, ensuring animal intakes and dispositions are recorded accurately.
11. Educate customers on products available in retail store. Assist with merchandise sales and other related duties.
12. Operate cash register and handle all types of financial transactions including sales, returns, refunds, and opening and closing duties.

General:

1. Interact with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
2. Participate in disaster preparedness and response activities for the shelter and community as it pertains to pet animal related needs.
3. Assist with training volunteers in related work areas.
4. Responsible for keeping relevant work areas clean and organized.
5. Maintain and promote a positive public image standard relevant to MHS.
6. Help promote fundraising activities and solicit support of agency overall.
7. Attend and participate in departmental and shelter meetings. Attend educational venues as recommended/approved.
8. Report and correct any safety hazards or unsafe use of MHS equipment.
9. Other duties as assigned.

Working Conditions: Air-conditioned office environment, and outdoors with animals.

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

Working Hours: Position requires regular and predictable attendance. Workweek requires a flexible schedule to accommodate weekly schedule adjustments. Includes weekend work and attendance at offsite events including the occasional evenings.

Mental Demands: Requires the ability to multi-task and have a high degree of alertness and attention to detail. Must demonstrate excellent communication skills with the public and fellow coworkers. Ability to read and write and be verbally articulate. Must be comfortable around all types of animals. General knowledge of animal behavior. Excellent customer service skills including the ability to handle stressful or emotional situations and difficult interactions in a calm, professional, and compassionate manner with the public as well as coworkers and volunteers.

Physical Demands: Requires the ability to be physically active during the entire shift. Must be able to lift and carry up to 50lbs. Ability to safely manage and control animals of all kinds.

Qualification Requirements:

Minimum Qualifications:

- o High School Graduate or equivalent.
- o Prior experience in customer service or hospitality field. Demonstrable public relations and customer service skills.
- o Must be able to multitask, be a quick learner and transition between various tasks as needed.

General Requirements:

- o Must treat animals humanely, with love and concern both on and off the job, and transmit these values to others.
- o General knowledge of pet behavior and care. Ability to work with and handle all kinds of animals in a safe and responsible manner.
- o Confident computer skills including experience with Google Drive, Microsoft Word, Excel, Outlook, social media, and internet navigation.
- o Goal oriented, self-starter with ability to work both independently and in a team environment.
- o Excellent verbal communication skills and ability to follow detailed written and verbal instructions.
- o Valid driver's license.
- o Positive attitude is a must!

Additional Qualifications that would benefit this position:

- o Prior background in animal welfare.
- o Animal behavior experience.
- o Prior work experience in customer service.