



Job Description

Job Title: Customer Service Representative – Retail

Department: Operations

Reports to: Animal Welfare Team Supervisors

FLSA Status: Non-Exempt, Part time – Fri - Mon (26 - 28 hours)

Approval Date: June 2021

Summary

Customer Service Representative - Retail demonstrates high quality customer service while interacting with clients, actively promoting retail sales, demonstrating excellent critical thinking, and consistently paying attention to detail. This position reports to the Animal Welfare Team Supervisor.

Essential Duties and Responsibilities:

- Is a representative of Longmont Humane Society, presenting a positive, friendly and welcoming environment to all visitors.
- Answers telephone inquiries.
- Functions as a resource to the public for animal behavior problems, wildlife issues, responsible pet care, citizen complaints, and other issues.
- Opening and closing the store
- Handling financial transactions, i.e. cash register, credit card machine, bank deposits, etc.
- Assisting customers with purchases and City Licenses
- Working with and training volunteers and community service volunteers
- Maintaining cleanliness of Boz's Place
- Maintaining inventory and placing orders for retail items
- Receiving, sorting, pricing and stocking items
- Facilitates and promotes adoptions; counsels interested parties about available animals and educates them about proper animal care.
- Facilitates client visits with animals and makes appropriate adoption matches.
- Facilitates proper documentation for the intake and outcome of animals and enters accurate data in our online database.
- Maintains general building cleanliness inside and out.
- Good Attendance is required.
- Other duties as assigned

Job Qualifications:

Education and Experience:

- High school diploma or general education degree (GED), plus at least 1 year of customer service experience.
- At least one year of experience with a cash register and customer service
- Prior retail, sales, and/or cash handling experience

Knowledge, Skills and Abilities:

- Demonstrated excellent verbal and written communication skills, including excellent interpersonal communication and phone speaking skills
- Proficiency with Microsoft Office, including knowledge of Microsoft Outlook and Word.
- Ability to meet deadlines; ability to set and accomplish work in order of priority; professionally maintain composure and effectiveness under pressure and changing conditions.
- Excellent customer service, mathematical, problem solving/decision making and critical thinking skills
- Excellent organizational skills; ability to set and accomplish work in order of priority
- Passion for the mission of our organization: caring, serving, and educating to improve the lives of companion animals.

Working Conditions:

- Office and animal shelter environment.
- Potential exposure to high noise levels and zoonotic diseases.
- Occasional lifting of up to 50 pounds.
- Frequent use of computer and telephone.