



Job Description

Job Title: Client Care Team Member

Department: Operations

Reports to: Animal Welfare Team Shelter Managers and AWT Leads

FLSA Status: Non-Exempt, Part time

Approval Date: October 12, 2023

Summary

Client Care Team Members demonstrate high quality customer service while interacting with clients, actively promoting adoptions, and facilitating animal intakes while following protocols, demonstrating excellent critical thinking, and consistently paying attention to detail. This position reports to the AWT Shelter Manager.

Essential duties and responsibilities include the following:

- 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.
- 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.
- Maintains knowledge of available animals through walking dogs, visiting cats, and reviewing animal profiles.
- Reviews lost and found reports and contacts owners and/or appropriate shelters to aid in returning stray animals to their owners.
- 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.**

Job Qualifications:

Education and Experience:

- High school diploma or general education degree (GED), plus at least 1 year of customer service 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.
- 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, telephone, and walkie-talkie.