

<b>Job title</b>	<b>Guest Services Representative Lead</b>
<b>Reports to</b>	<b>Director of Operations/Shelter Manager</b>



### Job Purpose

The Guest Services Representative Lead performs all of the duties of the Guest Service Representative and also specific lead duties namely ensures the public areas on the first floor are clean, tidy and safe, updates and provides training on shelter database, PetPoint, monthly reporting, and licensing.

### Essential Duties and Responsibilities

#### General Guest Services:

- Demonstrates courteous and friendly manner and provides exceptional customer service to all guests by promptly greeting them in an open friendly manner, in person and on the phone, helping to answer questions, directs them to the right person or department, and follows through as needed. Provides accurate information in a clear and concise manner in accordance with HSS policies.
- Professionally and with empathy receives animals from the public and gathers accurate information on surrender forms.
- Schedules animals for surrender from service and non-service areas, including customers on waiting list as directed by the Director of Operations and/or Shelter Manager.
- Actively remains current and updated on promotions, shelter services, shelter programs and adoption efforts. Seeks out relevant information, shares with coworkers, and presents information in a concise format for volunteers and staff.
- Facilitates movement of animals from lobby area to animal care area as quickly as possible.
- Responsible for accurate and timely data entry of client and animal information into shelter management software, management of pending applications, clinic schedules, appointments, payment processing, including Lost/Found book and website for adoptable animals.
- Uses every available resource to trace and match lost and found pets with their owners.
- Processes sale of dog licenses following protocol and procedures.
- Ensures microchip information is processed completely and timely.
- Maintains Lobby Shop ensuring cleanliness, pricing, pleasing displays and promotion or merchandise to adopters and guests.
- Professionally solicits donations and promotes giving opportunities to guests, accepting monetary and in-kind donations, accounting for each accurately.
- Maintains front desk files of paperwork (adoptions, licenses, etc.) and processes files for storage as needed.
- Maintains proper paperwork and filing in appropriate locations.
- Works with volunteer coordinator and guest services staff to ensure the public areas of the top floor (lobby, empty offices, bathrooms and conference room) are kept tidy and clean.
- Maintains all office equipments at the front desk ensuring is in good working order- notifying Director of Operations/Shelter Manager when repair or maintenance is needed.
- Maintains upstairs office supply closets; making appropriate person aware when supplies need to be ordered.
- Professionally and positively works with all volunteers assigned to the front desk providing them with training, mentoring, and enriching work.
- Enters all animal information into PetPoint, including medical procedures performed, and creates Adoption Folders for every animal awaiting adoption. Coordinates information collection from Animal Care Supervisor/Shelter Manager. Makes folders as soon as possible to promote animals being made available for adoption asap.
- Assists with clerical duties from other departments as needed.
- Other duties as assigned.

#### Lead Guest Service Duties:

- Produces an accurate monthly report at the end of every month detailing the number of adoptions, strays, RTO, etc. and submits to the Executive Director.
- Maintains shelter database, PetPoint, and ensures the information entered is correct. Trains staff and volunteers on usage as needed. Creates and maintains training documents/SOPs on the usage of PetPoint.

- Maintains a FAQ binder with up to date and accurate information.
- Ensures all Guest Relations staff and volunteers are updated with all necessary new information via team meetings, emails and written communication as needed.
- Orders license and HSS tags ensuring they are ready for use when needed.
- Prepares and files archived documents labeling properly for ease in locating in the future.
- Ensures monthly license renewal reminders are prepared and mailed in a timely manner.
- Prepares monthly documents and distributes accordingly.
- Prepares for each new year by making folders, notebooks, etc.

### **Supervisory Duties and Responsibilities**

- Volunteer supervision, lead, train, or participate in work team assignments.
- Front Desk staff supervision, lead and train

### **Non-Essential Duties**

- Performs any other duties assigned by supervisor in accordance to HSS policies as needed.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Abilities**

- Ability to read and interpret documents such as safety rules, operating instructions and procedure manuals.
- Ability to perform mathematical functions.
- Ability to perform basic clerical and bookkeeping skills.
- Ability to keep accurate and detailed records.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to process complex verbal and written instructions and translate them into a series of logical problem solving steps.
- Ability to communicate effectively verbally and in writing.
- Ability to fluently speak, write and understand English.
- Ability to write legible on HSS forms, reports and documents.
- Ability to operate a desktop PC, 10 key calculator and related peripheral computer equipment.
- Ability to perform cash handling and credit card functions.
- Ability to answer all questions effectively and in a pleasant manner.
- Ability to communicate effectively with the public and to a variety of audiences.
- Ability to interact productively with individuals at all levels within the organization.
- Ability to adhere to disease management and safety protocols.
- Ability to establish and maintain effective working relationships with co-workers and volunteers of diverse background and cultures regardless of race, religion, sex, sexual orientation, disability or political affiliation.
- Ability to work in a team oriented and frequently changing environment.
- Ability to work under stress during transition, crisis or disaster situations.
- Ability to work varied hours/days, including nights, weekends, and holidays, as needed.
- Ability to provide and support HSS's vision and direction.

### **Physical Demands**

- While performing the duties of this Job, the employee is regularly required to walk and stand for long periods of time.
- While performing the duties of this Job, the employee must be able to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear for extended period of times.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee must be able to place and retrieve information in and from the shelter management system.
- The employee must be able to utilize phone system, 10-key calculator, copier, scanner, desktop PC and related peripheral computer equipment.

- Specific vision abilities required by this Job include close vision and the ability to adjust focus.
- While performing the duties of this Job, the employee will be required to handle, restrain, lift and have contact with domesticated animals.
- While performing the duties of this Job, the employee must be able to bend and use legs, arm and back muscles without discomfort.
- While performing the duties of this Job, the employee is regularly exposed to and comes in close contact with domestic animals; therefore, the employee cannot be allergic to these animals.
- The employee is required to adhere to company personal appearance policy and wear supplied uniform shirts/jackets when required.
- The employee may be required to work extended hours during an animal transport, company-defined crisis or disaster situation.

### **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly exposed to domesticated animals and susceptible to being bitten or scratched.
- Clerical aspects of job are performed in office setting.
- While performing the duties of this Job, work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents.
- While performing the duties of this Job, the employee frequently positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.).
- The noise level in the work environment varies from low to moderate levels.

### **Qualifications**

- High School Diploma or equivalent. College degree preferred.
- Minimum of two (2) years experience working in a customer service position, preferably in an animal care or humane society environment.
- Outstanding customer service skills.
- Strong organization and communication (both oral and written) skills.
- Excellent computer knowledge, proficiency in Microsoft Office required. Familiarity with database use is desired.
- Must be able to multi-task and work well under pressure.

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date Signed:</b>	