

Position Announcement

Receiving Clerk

Posting Date: November 18, 2021
Wage: Depending on years with the shelter \$14.19 - \$18.71
Department: Receiving, Union, Hourly position

Provides courteous and professional service to customers and Animal Control Officers bringing in animals. Assists Animal Control when necessary with intake. Maintains accurate intake records for all incoming animals. Assists clients who have lost pets and performs reclaim procedures. Perform financial transactions as necessary following agreed procedures.

Application procedure

Please submit your resume to careers@thehumanesociety.org stating "Receiving Clerk"

The Humane Society for Tacoma & Pierce County
JOB DESCRIPTION

JOB TITLE: Receiving Clerk
DEPARTMENT / CLASSIFICATION: Full Time Non-Exempt

JOB SUMMARY: Provides courteous and professional service to customers and Animal Control Officers bringing in animals. Assists Animal Control when necessary with intake. Maintains accurate intake records for all incoming animals. Assists clients who have lost pets and performs reclaim procedures. Perform financial transactions as necessary following agreed procedures.

ESSENTIAL DUTIES & FUNCTIONS:

- Greet customers and Animal Control Officers in a friendly and welcoming manner as they enter the facility
- Answer customer inquiries and provide accurate information.
- Receive owner surrendered and stray animals from the public. Charge accurate fees and ensure relevant information and history is collected and entered in Chameleon and/or Vend.
- Ensure all incoming animals have a routine exam and vaccines as per departmental protocols and immediately advise vet department of any new arrivals and alert veterinary staff of any concerns related to illness or injury.
- Takes photo for every animal upon arrival and ensure the photo is uploaded to chameleon.
- Create and print kennel cards for all incoming animals and ensure they are placed in appropriate housing in a timely manner.
- Offer alternatives to relinquishment for owner surrender inquiries.
- Direct and/or accompany owners of lost animals into the appropriate areas of the building and reference binders or other materials as relevant.
- Advise owners of lost pets of strategies to locate pets.
- Make every effort to match all information to locate an animal's owner including checking community lost and found posts on social media.
- Handle return to owner transactions, ensuring adequate "proof of ownership" is obtained, appropriate fees are collected, and relevant licenses are issued as per established procedures.
- Handle euthanasia and cremation requests for the public.
- Ensure all customers and partners are treated in a courteous, nonjudgmental, empathetic and professional manner.
- Monitor phone lines and return calls by the next business day.

- Maintain the receiving area in a neat and orderly fashion at all times ensuring that appropriate signage, educational information, brochures etc. are kept stocked and up to date.
- Ensure all office supplies and equipment are kept stocked and in good working order alerting appropriate staff as necessary when repairs or purchases are needed.
- Maintain full knowledge of responsible pet guardianship, animal care and local ordinances to assist customers with inquiries as necessary.
- Ensure that opening and closing checklists are completed and that daily cash reconciliations are completed.
- Actively promotes the shelter's mission, services, programs and events.
- Promotes donations and giving opportunities as appropriate.
- Brings forward safety concerns and actively engages in problem solving
- Willingly and cooperatively performs other duties as assigned

Essential Skills:

To perform this job successfully, an individual must be able to perform each essential duty well. 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.

- Available to work weekends, holiday shifts and overtime as needed
- Ability to work with all animals
- Knowledge of animal health, care and welfare
- Strong animal handling skills.
- Outgoing, polite and professional manner.
- Team player, able to work in a fast-pace environment and multi-task.
- The ability to deal with a diverse public on the telephone and in person is required
- Excellent communication skills both orally and in writing
- Computer skills in a Windows environment preferred including Word, Excel, Power Point and Chameleon
- The position holder will be handling cash so must have proficient math's skills
- Must have the ability to multi task, prioritize and handle high levels of stress
- Position requires excellent organizational skills, as well as high level of accuracy and attention to detail. Must be dependable, have proven ability to meet deadlines and follow detailed instructions without need of constant support.
- Must support the mission, programs and activities of the shelter and act as an advocate for the organization.

Education/Certification:

- High school diploma or equivalent. Preference for the completion of a two or four-year accredited college or university with computer training or experience
- Computer skills in a Windows environment preferred including Word, Excel, Power Point and Chameleon

Experience and Knowledge

- Relevant animal welfare experience would be useful but is not essential but experience in a customer service environment is essential.

Skill and ability to:

	Never	Seldom 1%-10%	Occasional 11%-33%	Frequent 34%-66%	Constant 67%-100%
Stand					X
Walk					X
Lift <10 lbs				X	X
Lift 10-25 lbs				X	X
Lift 26-50 lbs				X	
Lift 51-75 lbs			X		
Lift 76-100 lbs		X			
Twist				X	
Reach				X	
Push and Pull				X	
Climb			X		
Sit			X		
Vision					X
Hearing					X