

The Humane Society for Tacoma & Pierce County
JOB DESCRIPTION

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| JOB TITLE: Receiving Clerk |
| DEPARTMENT: Full Time Non Exempt |
| REPORTS TO: Operation Manager |
| SUPERVISES: None |

JOB SUMMARY: Provides empathetic and professional service to customers bringing in animals for a variety of different scenarios. This includes animal intake, maintaining accurate intake records for all incoming animals and assisting clients reuniting with their lost pets. This role also includes collaborating with animal control.

Additionally we are union and offer Health Benefits, PTO & Vacation, Paid Holidays, and Retirement! We also offer internal growth opportunities and competitive pay! Come join our team and make a difference for the community and compassionate care for its animals!

ESSENTIAL DUTIES & FUNCTIONS:

- Ensure all customers and partners are treated in a courteous, nonjudgmental, empathetic and professional manner.
- 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
- 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 internal system.
- Create and print kennel cards for all incoming animals and ensure they are placed in appropriate housing in a timely manner.
- Works with Pet Support to 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.
- 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.
- 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.
- 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

Required Qualifications

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
Prepares daily register receipts verifying data entry in Chameleon is correct and balances with the register receipt
- Knowledge of animal health, care and welfare
- Strong animal handling skills.
- 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 Society and act as an advocate for the organization.
- Relevant animal welfare experience would be useful but is not essential but experience in a customer service environment is essential.

Education/Certification:

- High school diploma or equivalent
- Computer skills in a Windows environment preferred

Mental Demands

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.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is required to frequently reach with hands and arms. The employee is required to stand, walk, sit, stoop, kneel, or crouch. At times, there may be some duties that require the use of a ladder or step stool. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. Skill and ability to:

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 |