



Animal Services Division Customer Service Representative

Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

SUMMARY: The Customer Service Representative is responsible for providing a high standard of customer service to members of the community, dispatching & providing support to the animal services officers, while presenting a positive and professional image. He/she is accountable for accomplishing department goals, working collaboratively with internal and external stakeholders and supporting the mission, goals and philosophy of Marin Humane.

ACCOUNTABILITY: Customer Service Supervisor

HOURS: Full time – 38 hours per week, Wednesday through Sunday

SALARY RANGE/CLASSIFICATION: \$18.64/hr - \$20.71/hr (.50/hr bi-lingual differential) Non Exempt

BENEFITS: (see below)

ESSENTIAL DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE

- Multi-task, prioritize and problem solve in high volume, fast paced, highly stressful environment and recover quickly after handling stressful situations
- Train, assist and provide information, to staff or volunteers, regarding daily operations or cases within the department
- Promote and emulate exemplary customer service by providing courteous, prompt and responsive service to internal and external customers
- Understand, support, and articulate organization's policies and philosophies to the public in a positive and effective manner
- Answer a high volume of phone calls, including emergency calls, while remaining calm, courteous, professional and efficient
- Facilitate intake paperwork & support customers in preparation for euthanasia services
- Facilitate the process to provide microchips for animals
- Assist the licensing dept with issuing dog licenses
- Foster teamwork, creativity and a work culture aligned with Marin Humane's mission and values
- Gather details in order to complete detailed reports, pertaining to Rabies Control, Lost and Found, Animal Complaints, and Dispatching

This job description reflects the assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned. Marin Humane is an at-will employer.

DISPATCHING

- Dispatch calls and provide necessary support and information to animal services officers
- Convey information clearly and calmly over a radio dispatch system
- Use 10 code for radio communication

CASE MANAGEMENT

- Maintain the daily flow/operations for all key stations within dept. (phones, dispatch, rabies control, complaints, lost & found, front counter assistance) as needed
- Maintain basic awareness of department case load, and manage details of cases as needed
- Work within legal parameters necessary for case management
- Articulate our policies and procedures to customers, staff and volunteers as needed to manage cases in our care

ANIMAL INTAKE

- Provide a cursory evaluation for incoming animals of all species
- Observe & note animal's temperament for any safety concerns, etc.
- Identify health/medical issues on intake animals and complete requests for veterinary examinations on animals as applicable
- Complete data entry to facilitate & track animals within the shelter software program

SAFETY AND SECURITY

- Be proficient at reading animal body language and act accordingly towards fearful or aggressive animals
- Model and encourage safe practices and regulatory compliance throughout the organization
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules
- Must be willing to report safety violations as well as potential safety violations to appropriate supervisory or management personnel
- Maintain appropriate files and records as assigned
- Adhere to the files and records retention policies and procedures

DESIRABLE QUALIFICATIONS: An ideal Candidate will possess the following knowledge, skills and abilities:

- Accumulated knowledge of and compassion for all animals
- Good data entry and clerical skills
- Good oral and written communications skills
- Diffuse conflict and deflect challenging behavior
- Ability to pivot from one task to another quickly and effectively
- Ability to prioritize and problem solve
- Remain focused, professional and calm in a fast paced, emotionally charged environment
- Work both independently and as a member of a team
- Ability to get along with many different personalities in a small office space
- Ability to think outside the box to create positive outcomes for people and the animals in our care
- Ability to handle deceased animals, injured animals in various states and other challenging and emotionally charged situations

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- Dependable with a strong work ethic

Rabies Immunization may be required and will be provided by Marin Humane
Possession of a valid California Drivers' License may be necessary.

EDUCATION AND EXPERIENCE: A typical way of gaining the necessary knowledge, skill and ability outlined above would be the equivalent to graduation from high school; Experience providing excellent customer service in a high volume, fast paced and highly stressful environment; Experience working with animals, either personally or professionally preferred; Experience working with a two way radio helpful; Possessing tools to reduce/maintain stress levels and regulate emotions and an outlet for stress management and self care recommended.

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 the essential functions.

- The employee must occasionally lift, push, pull and/or move up to 50 pounds;
- While performing the duties of this job, the employee is regularly required to sit and talk or hear;
- The employee is occasionally required to stand; walk; reach with hands and arms above and below shoulder height and stoop, kneel, crouch, or crawl for short distances;
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required;
- Due to the amount of data entry, this position involves a regular amount of repetitive motion of the hands & wrists.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to focus. Color vision is also occasionally required.
- The employee must be able to concentrate and perform job functions while being subject to disruptive surroundings.

WORK ENVIRONMENT: 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 occasionally exposed to fumes, animal smells, airborne particles (including animal dander) and toxic or caustic chemicals;
- The noise level in the work environment can be loud and frequently chaotic, including dog barking, multiple phone lines ringing, multiple conversations and radio traffic;
- Willingness to work outside normal business hours.

BENEFITS:

FULL-TIME EMPLOYEES (AT LEAST 30 HOURS/WEEK):

- Medical/Vision Plan
- Kaiser HMO
- Dental Plan
- Includes Orthodontia for dependent children
- Domestic Partner Coverage Available (Medical and Dental plans)
- Life Insurance

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- Long Term Disability Insurance
- Section 125 Cafeteria Plan

ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK):

- Fitness Reimbursement Program
- Employee Assistance Program
- 403(b) Retirement Plan
- Paid Holiday
- Paid Vacation
- Sabbatical Leave
-

ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY):

- Paid Sick Leave

To apply, please use the following link and create an applicant account to complete application:

<https://secure.saashr.com/ta/i.MHS.careers>

The Marin Humane Society reserves the right, at any time with or without notice, to alter or change job responsibilities, reassign or transfer employees, or assign additional job responsibilities. This job description does not constitute a written or implied contract of employment. The Marin Humane Society is an equal opportunity employer.

ACKNOWLEDGEMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

PRINT NAME

SIGNATURE

DATE

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