



## Client Services Supervisor (Animal Shelter) (Evans, CO Location)

<b>Job Title:</b>	Client Services Supervisor
<b>Department:</b>	Shelter - 02
<b>Job Classification:</b>	Full-Time, Non-Exempt, Hourly Position
<b>Job Relationships:</b>	Reports directly to Shelter Supervisor(s) and/or to Shelter Manager Supervises Client Services Representatives, Client Services Lead(s) and assigned volunteers
<b>General Purpose:</b>	Responsible for ensuring consistent, high quality client services for the Organization's Adoption areas, Intake areas and call center. Supervises activities of the Client Services Team

Client Services Supervisors are responsible for the operations of the Shelter's Adoption and Intake functions during a particular shift, ensuring clients receive consistent and high-quality services including animal adoptions, returns, intakes, merchandise sales and more. This is a full-time, working-supervisor position with engagement in all client services tasks. The position involves daily interaction with animals in addition to providing services to clients. Incumbents are actively engaged in reviewing work-flow, creating schedules and suggesting and implementing improvements for clients and the Client Services department. Schedules generally include at least one weekend day and are subject to change based on business needs. Overtime will be required as needed. Work shifts vary and cover 8:30AM–6:30PM Monday-Friday and 8:30AM–6:00PM Saturday-Sunday and are subject to change.

### Essential Duties and Responsibilities

**Responsible for the daily operations of the Adoption and Intake areas in a manner that ensures clients receive consistent, high quality service.** Work includes timely opening and closing duties, data entry and transaction processing and review, license sales (as applicable), donation acceptance, inventory and ensuring the organization and cleanliness of public areas. Assists in analyzing work-flow, procedures and staffing and suggests and implements improvements. Consistently responds to client concerns and grievances in a professional and timely manner on a regular basis. Serves as the primary escalation point for client concerns and grievances and consistently demonstrates de-escalation skills.

**Responsible for the supervision of Client Services Representatives (CSRs) and Client Services Leads.** Schedules, trains, assigns duties and supervises CSRs and volunteers during a particular shift. Conducts and develops training programs for staff and volunteers. Participates in evaluating, coaching, counseling and disciplinary actions for staff. Participates in department hiring. Schedules, plans and oversees team meetings. Promotes positive recognition of good performance and is actively engaged in teambuilding. Provides solutions for staff and client grievances. Serves as a role model for professional conduct, professional communications, emotional intelligence and safety expectations. Actively participates in assigned meetings including Shelter Team, Safety Team, Shelter Supervisors Team, Department Volunteer Supervisors Team and Supervisors/Managers Team. Brings forward, in a timely manner, issues impacting the Department and Shelter and contributes to the creation and revision of Standard Operating Procedures and processes. Uses good judgement when dealing with confidential information.

**Performs the duties of a Client Services Representative.** Provides quality in person and telephone service to Organization clients. Educates clients on animal adoptions and other programs and services, responsible animal guardianship and care, and local ordinances. Conducts animal adoption counseling with a good understanding of animal evaluations, medical history and other information discussed with clients. Conducts animal adoptions and properly completes all paperwork. Processes stray and relinquished animals, enters computer data, vaccinates animals and completes paperwork. Ensures lost reports and opening/closing checklists are completed accurately. Completes disease control and cleaning procedures for public areas.

- **Learns and performs animal euthanasia as assigned**
- **Maintains solid attendance and punctuality record**
- **Supports Organizational decisions with staff and clients**
- **Models behavior and professional standards, policy and procedure adherence, and communication expectations**

### **Other Duties and Responsibilities**

Plans for, recruits, trains, schedules and counsels volunteers

Cross trains in and assists other shelter departments as necessary

Supervises Community Service volunteers

Manages rental programs

Supports off-site adoption program, events and marketing efforts as needed

Participates on committees and task force teams as assigned

Other duties as assigned

### **Job Qualifications**

**Education/Experience:** Minimum of Associate’s Degree or equivalent applicable work experience; Minimum of two (2) years of customer service experience; Minimum of one (1) full year of proven supervisory experience or six months of Organization lead experience showing initiative, leadership and professionalism. Previous animal welfare or animal care work experience highly desirable. Previous applicable staff training experience. Bilingual English/Spanish reading, writing, understanding, speaking is a plus and includes a wage premium.

**Knowledge:** Knowledge of basic animal handling; Knowledge of basic animal health, care, and welfare; Knowledge of animal breeds and colors; Knowledge of training and behavior rehabilitation methods (especially positive dog training methods) a plus; Knowledge of Chameleon Shelter Software or other shelter software highly desirable.

**Skills:** Strong customer service de-escalation and problem-solving skills required; Solid computing skills (Microsoft Office environment); Effective written and verbal communication skills; Public speaking; Strong organizational skills; Proven staff supervision/leadership skills required; Solid de-escalation skills; Proven emotional intelligence, work ethic and integrity skills required.

**Abilities:** Able to work with the animals within the Shelter’s care. This includes the ability to work visually and audibly with animals, both alive and deceased, including dogs, cats, small mammals, exotic animals and more. Able to work independently and in a team setting. Able to remain calm and level-headed in stressful and emotional work environments. Able to use sound judgment when dealing with confidential information. Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment. Able to quickly learn and use specialized software. Able to exercise good judgment when dealing with personnel, client, animal, and supervision issues. Ability and willingness to become euthanasia certified and to perform euthanasia of animals. Ability to serve as a role model to staff in adhering to the Organization’s Standards of Professional Conduct, professional communication and emotional intelligence expectations. Able to work a flexible and changing schedule including evenings, weekends and overtime as required. Able to effectively work in a co-supervisory role. Effective record keeping ability. Able to handle animals in all conditions including deceased. Able to perform the physical work activities and requirements of the position. Able to handle syringes and needles. Able to work with disinfectants and cleaning supplies.

**Other:** Must be at least 21 years of age (required for insurance purposes); Valid Colorado Driver’s License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards.

## **Working Conditions**

**Work Environment:** Most work performed at the facility's Adoption and Intake areas, in a shared office, and in the animal shelter setting. Some work will be performed at offsite locations. Potential for exposure to zoonotic diseases and cleaning chemicals. Potential for exposure to dangerous and fractious animals. Potential exposure to high noise levels when in kennel area. Potential for animal bites and scratches while handling animals. Potential exposure to hay and dust. Potential exposure to various weather conditions. Potential exposure to deceased animals. Schedules generally include a weekend day and change according to business need. Overtime will be required as needed.

**Physical Activities:** Handling animals of varying types and temperaments. Eight to 10 hour shifts spent supervising and providing client services. Frequent standing, sitting, walking, answering telephones and performing data entry. Seeing, hearing, listening and speaking. Lifting and carrying of up to 50 pounds unassisted and heavier amounts with assistance. Vaccinating animals. Lifting, carrying, pushing, pulling, sitting, bending, walking, standing, performing data entry, using a telephone, kneeling and squatting, cleaning (scrubbing/mopping), walking dogs on a leash, physically examining animals, animal restraint and handling, handling syringes and needles, driving a vehicle and more.

**NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.**

**We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.**