

Client Services Representative – Lead (Loveland, CO Location)



Job Title:	Client Services Representative (CSR) – Lead (internal only opportunity)
Department:	Shelter - 02
Job Classification:	Full-Time, Hourly, Non-Exempt Position
Job Relationships:	Reports to Client Services Supervisor(s) and Shelter Supervisor(s). Provides formal support for Client Services Representatives and assigned volunteers and assists with training, opening and closing duties and more. Assists supervisors with department operations as required.

Client Services Representative (CSR) Lead positions represent the Organization in a professional and courteous manner and provides quality client services and leadership in the Shelter’s adoption and Intake areas. The position requires a working knowledge of a wide range of policies and procedures, the ability to consistently enter complete and accurate data into our computer system, and the ability to serve as a role model for the department. Our CSR Lead positions are chartered with formally supporting department staff and volunteers, assisting with training and information, and assisting with opening and closing duties and oversight. The position assists Client Services Representatives with client grievances. The position is full-time providing client services in support of shelter hours. Work shifts vary and generally cover 8:30AM-6:30PM Monday – Friday and 8:30AM-6:00PM Saturday-Sunday and are subject to change. Work schedules include at least one weekend shift and overtime as required. This is an internal promotion opportunity and applicants must be meeting the performance, behavior and safety expectations set forth by the Organization.

Essential Duties and Responsibilities:

- Performs the duties of a Client Services Representative. Educates clients on responsible animal guardianship, animal care and local ordinances. Completes animal adoptions, returns to owners, euthanasia requests and other Client Services ensuring all transaction paperwork and computer records are complete and accurate
- Serves as a role model for customer service, safe work habits and the Standards of Professional Conduct. Provides quality in-person and telephone client service and training assistance to new CSR team members
- Ensures that lost reports, hold reports and morning/closing checklists are processed accurately and completed as assigned
- Completes disease control and cleaning of public areas daily and ongoing throughout the day
- Administers animal vaccinations
- As assigned, attends Department Volunteer Supervisor meetings; participates in volunteer interviews; formally communicates with and trains volunteers as requested and ensures check lists are completed. Learns and utilizes Volgistics as required. Assists in supervising Community Service volunteers
- Serves as a team resource for authorizing approval of reductions in reclaim and surrender fees and more
- Understands required data to be captured and enters veterinary documents, microchip information and other data as needed
- Responsible for timely opening and closing, balancing cash drawer, counting the change bag and communicating totals and needs
- As an experienced member of the team, serves as a point of escalation for Client Services Representatives
- Drives on behalf of the Organization on occasion
- Meet and maintain attendance and punctuality expectations
- Assists with preparation and transport of offsite adoption animals and at offsite adoption events, as requested
- Assists Client Services Supervisors in evaluating and implementing volunteer and staff training needs
- Assists department management with team communications as requested

Other Duties:

- Participates in cross-training for other department members and students as requested
- Participates in department interview process as requested
- Learns basic duties of other departments and supports other departments and staff
- Attends meetings and performs liaison duties as required
- Other duties as assigned

Job Qualifications:

Education/Experience: A minimum of a high school diploma or GED and applicable work experience required. Minimum of 2-years customer service experience in a fast paced environment dealing with a variety of client needs. Minimum of 3-months Organization CSR experience required, or minimum of 6 months lead/supervisor experience from past applicable work experience. Experience assisting other CSR's with learning processes and procedures. Must be vaccination certified. Must be 21 years of age. Bilingual English/Spanish reading, writing, understanding and speaking a plus and includes a wage premium.

Knowledge: Proven working knowledge of all aspects of the CSR position. Knowledge of animal breed, behavior, and handling; Must be animal handling certified; Knowledge of, and experience working with, Chameleon software required; Knowledge of Microsoft Office applications (Access and Excel); Knowledge and use of emotional intelligence in the work place required.

Skills: Must have emotional intelligence, work ethics and integrity skills. Excellent verbal communication skills for in person and telephone contact; Effective written communications skills; Excellent customer service skills, particularly with a variety of client situations; Intermediate or above computer skills; Detail oriented; Conflict management skills; Animal vaccination skills

Abilities: Able to work with the animals within the Organization's care. This includes the ability to work visually and audibly, with animals both alive and deceased, including dogs, cats, small mammals, barnyard animals, exotic animals and more; Able to exercise good judgment when dealing with client, co-workers and animal issues. Able to continuously model safe working habits and to follow applicable policies and procedures. Able to work with disinfectants and cleaning supplies; Able to maintain composure in a fast paced an often stressful and emotional work environment; Able to use sound judgment when dealing with confidential information. Able to prioritize duties and perform multiple tasks; Ability to learn, retain and communicate a wide variety of information; Able to perform physical work including scrubbing, mopping, lifting, walking, and bending. Able to work a flexible schedule including evenings and weekends as required. Ability to learn and be involved in the hands-on euthanasia process.

Other: Valid Colorado driver's license and insurable driving record for insurance purposes; have and maintain personal driving insurance meeting Colorado standards. Overtime will be required.

Working Conditions:

Work Environment: Work performed in animal shelter setting; Potential for exposure to zoonotic diseases and cleaning chemicals; Potential for exposure to dangerous and fractious animals; Potential for 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 deceased animals; Potential exposure to various weather conditions when working in outside kennels and pens.

Physical Activities: Handling animals of varying types and temperaments; Lifting of up to 50 pounds without assistance and more with assistance; Potential for standing, walking and/or sitting for 8 or more hours per day; Listening and verbally speaking; Performing data entry; Using the telephone, computer and other office equipment; Kneeling; Squatting; Lifting; Bending; Cleaning rooms and cages (scrubbing and mopping); Driving a vehicle; Physically examining animals; Walking dogs on a leash; Animal restraint; Handling needles and syringes.

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.