



JOB DESCRIPTION

Customer Service Representative – Part Time

Department: Client Services

FLSA Status: Non-Exempt

Implemented May 25, 2017

Revised May 25, 2016

SUMMARY: The customer service representative is responsible for assisting in the processing of all incoming animals into the Animal Intake Center. This involves filling out forms both as a hard paper copy and accurately entering data into a computer database such as PetPoint. As part of ACCT Philly, customer service representatives are the front line voice and face of the agency. We should convey a message of professionalism while we provide a welcoming smile and friendly greeting to all customers.

PRINCIPAL DUTIES

- Multi-task between live customers and phone customers in a professional, courteous manner. Offer guidance and solutions to customers, both in person and on the telephone, who have questions or need assistance with an animal related situation.
- Enter all animal and customer information into Petpoint in a timely manner. If necessary, complete manual intake forms clearly and legibly. Enter yellow slips, animal exams, vaccinations, medications, notes, details and other related information, into Petpoint
- Work with dogs, cats, small mammals, reptiles, amphibians and exotic animals as needed.
- Physically view the color, type, breed, size condition of animal upon intake. Scanning all stray dogs/cats for a microchip. Record all identification on an animal (collar, tags, tattoos, etc).
- Answer phones in the allotted time set by company standards and mandates. Check email and or voicemail for messages and provide timely assistance for those messages.
- Enter and check lost and found reports. Enter complaints and requests for pick-up service into the dispatch case files in Petpoint. Complete animal exposure reports accurately and fax to proper city department in a timely manner.
- Investigate identification found on animals and follow through with contacting possible owners, veterinarians, shelters, microchip companies, etc to locate the owner. Place "holds" on animals with permanent identification such as licenses or microchips. Locate owners by telephone or sending documentation through our Animal Control Officers. Following up with management with status of animals with possible owners.
- Perform general clerical duties including but not limited to: data entry, typing, faxing, filing, emailing, answering multi line telephone, use of Excel and Word, etc.
- The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

EDUCATIONAL REQUIREMENTS

High School Diploma or equivalent. Retail or sales experience a plus. Valid Driver's License preferred.

EXPERIENCE, ABILITIES AND QUALITIES REQUIRED

- Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people. Excellent written and oral communications skills.
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place.
- Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times.
- Maturity, good judgment and a professional personal appearance including the wearing of neat and clean uniforms.
- Strong problem solving skills – focusing on finding solutions to problems and challenges.
- Strong organizational, computer and telephone skills.
- The ability to effectively communicate and coordinate with external agencies
- Comfort and ability to work with animals. Affection for animals and concern for their welfare.
- Performing other tasks/functions as needed and assigned by management.
- Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary.
- Ability to problem solve and work with minimal supervision.
- Ability to accommodate varied work assignments and schedules.
- Must have a sincere interest in the work, programs and mission of ACCT Philly

IMMEDIATE SUPERVISOR Assistant Director, Client Services

HOURS Part-time positions average a six (6)-eight (8) hours per day, and range from eighteen (18) to thirty-two (32) hours per week. Daily hours and days of the week may vary according to the needs of the department. Part-time position hours are dictated by the needs of the organization. Staff schedules include weekends, night, and holiday work.

INTRODUCTORY ASSESSMENT PERIOD The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with ACCT Philly, this introductory assessment period is the period during which the specifics of the job are learned.

EMPLOYMENT It is the policy of ACCT Philly that all positions are governed by the needs of the agency, which means that employment is "at will" and for no specified term. Either ACCT Philly or the employee, may terminate employment at any time.