

## FRONT COUNTER RECEPTIONIST

Reports to: Shelter Manager

Part Time: Tuesday - Saturday 12:00 PM to 4:30 PM

Wage: 12.00 per hr

**Summary**

The Receptionist’s primary function is to interact with the customers of the Adoption Center,

greet all people that come to the facility and act as the primary “traffic director” for SHS.

This is a high profile position requiring an outgoing personality and resilience.

**Our Mission:**

The Siskiyou Humane Society exists to improve the lives of companion animals by sheltering, rehabilitating, reducing pet overpopulation and finding permanent homes. We promote responsible pet ownership, kindness to animals and enhancement of human-animal relationships through education and outreach.

**Essential Duties and Responsibilities include the following**. Other duties may be assigned.

• Serves as the face of the organization and acknowledges all visitors in the reception area

• Greets all visitors as they enter the building and routes them to the area they request to see

• Answers incoming phone calls and receives messages or transfers to the proper department

• Screens calls and visitors as appropriate

• Delivers accurate messages to the proper person or department in a timely manner

• Answers reception emails

• Maintains a daily knowledge of the animals for adoption in the building

• Maintains a daily knowledge of SHS events and promotions

• Collects and logs monies for adoption and retail sales

• Assists volunteers in check-in and direction to the appropriate department

• Issues donation receipts and maintains anonymous donation log, data entry of donors

• Maintains a current record of animals reported lost or found

• Enters customer and animal info into data base

• Schedules appointments

• Keeps the reception area and lobby clean

• Straightens and replenishes educational information and promotional merchandise and retail

• Performs other deskwork as assigned by management

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

• Customer service and experience with a multi phone-line system

• Knowledge of basic office equipment and software is required

• Clear understanding of the Mission, Vision and culture of SHS

• Must possess grace under pressure and the ability to communicate clearly

• Ability to “switch tasks” and work in a fast paced environment

• Effectively able to cope with difficult situations, death of an animal or euthanasia

• Understand confidentiality with regard to data, client information, new funding, new programs

 and employee information

• Positive, team player attitude required

**Education and/or Experience**

High School Diploma or equivalent is required.

2 years previous experience with escalated customer service

**Work Environment**

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. Both indoor and outdoor work is required. You are frequently exposed to odors or airborne particles including animal fur, animal dander and toxic chemicals and animal related diseases. The noise level in the work environment can be very loud and stressful at times.

**Physical Demands**

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to climb or balance. The employee must frequently

lift and/or move up to 50 pounds. Exposure to fractious animals.

**Ethical and Legal Compliance**

Conducts business in accordance with the letter, spirit, and intent of all relevant laws and refrains from any illegal, dishonest, or unethical conduct. Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity; Upholds organizational values.

**Essential Functions / At Will Status**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.