



Elmbrook Humane Society, Inc.

JOB DESCRIPTION

Title: Customer Relations Assistant Manager

Reports to: Customer Relations Manager

Exempt Status: Non-exempt, full-time

PURPOSE OF THE JOB

To perform general office functions related to the daily operations of Elmbrook Humane Society, Inc. (EBHS). To provide exceptional support to internal and external customers. To assist and support the Customer Relations Manager, Customer Relations team, and all other staff and volunteers. To maintain a commitment to the philosophies and policies of EBHS in the performance of his/her duties and respect the dignity and basic rights of each animal. To support the mission, vision, and core values of EBHS.

JOB RESPONSIBILITIES

- Responsible for answering phones, responding to email through the EBHS general account, processing adoption applications, and greeting the public. Serve as a public liaison to the organization and relate effectively to the public and staff in a positive and professional manner.
- Assist with training Customer Relations Associates.
- Assist with overseeing the EBHS store including maintaining adequate stock, seeking out desired stock from customers and staff, ensuring invoices are correct when received, and the store is clean, tidy, and welcoming.
- Assist with managing front office equipment maintenance, maintaining adequate office supply inventory, maintaining adequate customer relations forms and supplies, and ensuring lobby area is clean and welcoming.
- Assist with managing and increasing the effectiveness and efficiency of shelter front office operations through improvements to each function as well as coordination and communication between support and business functions.
- Assist with developing and implementing customer relations procedures, routines, and filing systems as necessary; assessing efficiency of department procedures; implementing new or revised procedures to increase department efficiency and effectiveness.
- Provide information on departmental services and programs to the public and staff; interpret policies and explain procedures; collect fees, provide copies of published materials, resolve conflicts and problems.
- Compile data from a variety of sources and prepare reports as directed.
- Assist with maintaining follow-up system on reports or actions that are required on a periodic basis.
- Create an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- All other duties as assigned.

QUALIFICATIONS

- Capable of working in an environment where animals are constantly present.
- Minimum of two years' experience in an animal related field, i.e. humane society, veterinary clinic preferred.
- Commitment to EBHS Core Values:
 - Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.
 - Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.

- Collaborative. Working together to accomplish more.
- Integrity. Doing what is right even when no one is watching and setting the best example when they are.
- Respect. Recognizing the differences of and being kind to all animals and people.
- Organized, innovative and independent, with a “can do” attitude.
- Maneuver through complex situations effectively; demonstrates sensitivity in handling difficult and emotional situations; tolerant with people and personalities.
- Professional public image.
- Ability to work in a fast paced often changing, chaotic, and loud environment with minimal supervision.
- Able to work flexible hours, which will include evenings, weekends, and holidays.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- Valid Driver’s License.
- Passion for issues relating to animal welfare.

WORK ENVIRONMENT

- Physical demands include:
 - *frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals, and operation of motor vehicle.
- Working conditions include:
 - *possible exposure to dangerous, diseased, frightened, and injured animals.
 - *possible exposure to potentially harmful chemicals and drugs.
 - *fast paced environment.
- Emotional demands include:
 - *euthanasia.
 - *animal abuse.
 - *animal neglect.

Elmbrook Humane Society is an Equal Opportunity Employer.