

# Elmbrook Humane Society, Inc.



## Job Description

Title: Community Resource Associate

Reports to: Community Resource Director

Exempt Status: Non-exempt

## Purpose of the Job

To provide excellent support to our community (internal and external). To perform general office functions related to the daily operations of Elmbrook Humane Society, Inc. (EBHS). To maintain a commitment to the philosophies and policies of EBHS in the performance of their duties and respect the dignity and basic rights of each animal. To support the mission, vision, and core values of EBHS.

## Job Responsibilities

- Greet all customers in a friendly, welcoming manner.
- Answer multiple phone lines at one time.
- Provide assistance to the community (internal and external), determining their needs and supporting them appropriately.
- Assist with all animal intakes and outcomes.
- Perform various office duties such as filing, copying, and data entry into EBHS databases.
- Assist with answering emails received at the general EBHS email account.
- Assist with fundraising and community events as requested.
- Promote EBHS philosophies and policies.
- Assist with maintaining data and files.
- Assist with the housekeeping needs related to presenting a clean, organized shelter.
- Support an environment that encourages communication and collaboration among all staff and volunteer positions.
- Support a culture that is service-oriented, relationship-based, and donor-centered.
- All other duties as assigned.

## Qualifications

- Appropriate certifications or equivalent work experience
- Valid Driver's License.
- 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.
- Professional public image.
- Able to work with limited supervision.
- Computer literate and ability to operate office equipment.
- Excellent oral, written and organizational skills with attention to detail.
- Able to work a set schedule, which will include weekends.
- Passion for issues relating to animal welfare.
- Proven customer service skills.

## Work Environment

- Physical demands include:
  - lifting and moving animals and kennels.
  - frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of kennels, 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.
  - working with strong cleaning agents on wet surfaces.
  - indoor and outdoor work in all weather conditions.
- Emotional demands include:
  - euthanasia.
  - animal abuse and neglect.

*Elmbrook Humane Society is an Equal Opportunity Employer.*