



**Job Title:** Community Resource Associate  
**Reports to:** Community Resource Manager  
**Exempt Status:** Non-exempt

## **Purpose of the Job**

To act as a frontline representative of the organization, providing essential information, addressing inquiries, resolving issues, and enhancing the overall shelter experience.

## **Core Responsibilities**

- Develop and maintain a thorough understanding of the organization and organizational operations to provide information about the shelter, animals, processes, programs, events, and other services.
- Support donor engagement and express appreciation with phone calls, emails, letters, photos, tours, and other efforts.
- Greet and assist all guests in a professional, friendly manner.
- Answer and direct phone calls; respond to voicemails, direct messages, and emails in a timely fashion.
- Address and resolve routine inquiries and minor concerns, escalating when necessary.
- Process adoptions, applications, donations, and other transactions using shelter software.
- Assist with record keeping, documentation, filing, data entry, appointment scheduling, and document preparation.
- Maintain a clean, tidy, and organized front desk, retail, and lobby area.
- All other duties as assigned.

## **Qualifications & Required Skills**

- 18 years of age or older
- Valid Driver's License
- Strong communication, problem-solving, organizational, and interpersonal skills.
- Computer literate and ability to operate office equipment.
- Able to work set schedule, which will include weekends.
- Passion for animal welfare and the mission of the organization.
- Previous experience in a customer service role preferred.
- Capable of working in the below described environment.

## **Work Environment**

*The work is performed in a dynamic animal shelter environment that can be fast paced, emotionally demanding, and physically active. Employees may be exposed to a variety of wild and domestic animals, including those that are dangerous, diseased, frightened, and injured. Noise levels can be high, and there may be exposure to allergens, cleaning agents, strong odors, and potentially harmful chemicals and drugs. The position may require standing for extended periods and light to moderate lifting. The role involves frequent interaction with the public and requires the ability to remain calm and compassionate in emotionally charged situations.*

*Elmbrook Humane Society is an Equal Opportunity Employer.*