



455 F. Edward Hebert Blvd., Belle Chasse, LA 70037

**Job Title:** PAWS Customer & Volunteer Care Associate

**Department:** Front Office Administration

**Pay:** Salary To Be Determined

**Work Hours:** Part-time. This position has varying work hours depending on scheduling of other staff, shelter events and programs.

**Reports To:** Executive Director

## **JOB DESCRIPTION**

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### **SUMMARY:**

The PAWS Customer & Volunteer Care Associate's primary responsibility is managing front desk activities and the on-site and adoption event volunteer development program. Responsibilities include providing outstanding customer service, maintaining accurate animal and volunteer records, and assuring the first impression the community receives about PAWS is that of an exceptional, clean and efficient facility.

This position is part of a staff team that conducts a high number of adoption and foster opportunities as well as complementary services to ensure PAWS animals minimize their length of stay and maximize their opportunity for a successful adoption outcome. This position is also supports the vet clinic team who conduct a high volume of spay/neuter surgeries, wellness appointments, shelter medication administration.

The PAWS Customer & Volunteer Care Associate is responsible for the day-to-day activities and management of the PAWS front desk and volunteer development while actively promoting our mission, services, programs and events.

### **JOB DUTIES INCLUDE:**

To perform this job successfully, an individual must be able to implement each essential duty in a satisfactory manner. **All are required.**

#### ***Customer Service/Front Desk***

1. Always put the health, well-being and safety of each animal at PAWS before all else.
2. Model and promote a compassionate, humane and caring attitude toward all animals.
3. Actively promote PAWS mission, services, programs and events.
4. Provide exceptional customer service including: exceeding customer expectations, practice active listening, anticipate customers' needs, make every customer feel valued, make helping the priority, keep your cool in confrontational situations and encourage feedback from volunteers, adopters and other staff members.
5. Ensure that clients and visitors are greeted quickly and telephone calls and emails receive a prompt, courteous reply.
6. Collect payment for services and prepare daily bank deposits, cash and credit card handling.
7. Respond to complaints, service issues and other general questions or concerns as appropriate.
8. Input new and update existing animal data (non-medical) into PetPoint in a timely and accurate manner.
9. Monitor and order inventory of office supplies according to budget parameters.
10. Monitor PAWSLouisiana@gmail.com email account throughout the day and answer or forward emails as required.
11. Maintain office filing and storage systems.
12. Update and maintain databases such as mailing lists, contact lists and client information.
13. Assist with event planning and implementation as needed.
14. Maintain a tidy, welcoming, and clean front office area including the approaching sidewalk, front doors and windows, reception halls, cat room windows, and front desk.
15. Ensure office equipment is properly maintained and serviced.

#### ***Volunteer Recruitment and Training***

1. Recruit volunteers to commit to one-day, short-term, and long-term volunteer projects. Recruited volunteers should reflect a balance of college students, local community service organizations, and others who can participate in a range of volunteer service projects.



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2. Facilitate training of shelter and event volunteers.
3. Identify volunteer projects through needs assessments and ongoing communication with shelter staff and Shelter Manager.
4. Assist staff with recruiting event and support volunteers as needed.
5. Research relevant community organizations and recruit volunteers from groups ongoing.
6. Work with Shelter Director and Board President to plan annual volunteer appreciation event.
7. Establish and regularly update volunteer schedule and list of adoption and fund raising events.
8. Communicate regularly with volunteers through check-in phone calls, e-mails, and personal appreciations for their efforts.
9. Document and log volunteer hours in volunteer tracking system and provide required hours reporting for community service volunteers.
10. Collect and manage feedback from all parties involved in volunteer activities, including volunteers, staff, and community members through surveys, written testimonials, and verbal comments.
11. Share volunteer feedback with shelter staff to acknowledge strengths, successes and to make improvements for future volunteer activities.

As needed, the PAWS Customer Care Associate performs the following duties:

1. Customer service including: facility tours, instructing customers about proper animal care, dealing with complaints and assisting with adoptions.
2. Cleaning and maintaining kennels and facilities.
3. Assisting at special events.
4. Fill in for other areas and perform other tasks/functions as needed, including helping out with clinic tasks or helping out with management tasks in other parts of the shelter or organization.

## QUALIFICATIONS

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To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability – **all are required**.

1. Able to manage multiple priorities, meet deadlines, plan and execute volunteer training events and maintain a highly organized and fast-paced front desk.
2. Initiative and the ability to work with minimal supervision and direction; is mature, has good judgment and, a professional personal appearance.
3. Comfortable working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
4. Treats people and animals with respect; contributes to effective teamwork; and fosters public relations beneficial to the Shelter and its programs.
5. Has affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place.
6. Knowledge of animal protection issues and a commitment to the objectives of PAWS.
7. Dependable attendance is a must.
8. Commitment to a drug, alcohol and smoke-free environment.

## EDUCATION/EXPERIENCE/SKILLS:

1. Advanced computer skills using email, multiple forms of social media and the Microsoft Suite of programs including: Word, Excel and PowerPoint are a must.
2. Must be high school graduate (or GED equivalent) and able to read, write and understand the English language.
3. Excellent organizational, data management, problem solving, customer service, and communication skills are essential.
5. Experience caring for and handling animals in a safe, effective and humane manner.
6. Knowledge of basic accounting procedures.
7. Experience recruiting, training, managing, and supporting groups of people to address community needs through service projects.
8. Ability to build relationships and work with people from diverse backgrounds.
9. Ability to work well independently and on a team.
10. Availability, dependability, and willingness to be flexible



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11. Enthusiastic and positive attitude toward helping others
12. Must be at least 21 years of age.

**LANGUAGE SKILLS:**

1. Excellent verbal and written communication skills.
2. Ability to write reports and correspondence.
3. Ability to effectively present information one-on-one and in small group situations to customers, volunteers and other employees of the organization.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must have a valid and unrestricted driver's license with a clear driving record for at least one year prior to application and, if, requested, able to present a clean driving printout from DMV.

**PHYSICAL DEMANDS:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Must be in good health. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles or equipment, is a disqualification.
- Physical ability to stand, walk, bend and stoop frequently to perform duties is required.
- Ability to perform prolonged strenuous physical activity, including lifting and carrying objects weighing up to 40 pounds alone or up to 100 pounds with the help of fellow employees for short distances.
- Able to work in the busy, demanding environment of an animal shelter veterinary clinic.

**WORKING CONDITIONS:**

- May be exposed to hostile or abusive members of the public.
- Must be able to deal with an often times, emotionally-charged public and carry a fast paced and changing work load which at times can be stressful.
- By nature of the job, there is occasional exposure with dead, injured, sick, unruly, vicious, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must be available and willing to work weekends, holidays, overtime, and attend mandatory training and meetings as the Board determines necessary or desirable to meet shelter needs.
- Working conditions include working alone, working outside in varying weather conditions, frequent interruptions, and some evening meetings/classes.