



Position Description

- Department:** Animal Operations
- Title:** Customer Care Specialist
- Goal:** Provide a positive image for the Animal Center by assuring the accuracy of records and providing customer support in person and by phone.
- Duties:** The Customer Care Specialist will be responsible for interfacing with the public, data entry, answering phones and making phone calls to assist with quality control and public relations. This position will report to the Animal Center on a regular schedule which may include week day and Saturday shifts. This position will work closely with the Animal Center team in an often fast-paced environment.
- Qualifications:** Must have exceptional oral and written communication skills, computer skills and enjoy public relations. This position also requires excellent organizational skills and the ability to remain calm and helpful while serving the public. Must have High School diploma or GED, higher education desirable but not mandatory. Must complete the Animal Center Volunteer orientation and any training deemed necessary by the Program Coordinator or Director.
- Time Required:** 15-20 hours per week
- Supervisor:** Program Coordinator
- Physical Demands:** No remarkable physical demands associated with this position.