



**Position: Customer Service Representative**

**Department: Adoption Center**

Exempt/Non-Exempt: Non-Exempt, part time/full time position

Immediate Manager: Customer Service Manager

**Availability:** The Customer Service Representative must be available to work to accommodate the needs of the Customer Service Department. They must be available during scheduled shifts and/or all open Adoption Center hours. This position includes holiday and weekend work.

**General Position Summary:**

The Customer Service Representative is responsible for assisting members of the public seeking services from Brother Wolf Animal Rescue. This includes responding to voice and email inquiries, directing the public to the appropriate department, and welcoming clients and partners visiting the Adoption Center in person. The Customer Service Representative is often the first point of contact for someone reaching out to Brother Wolf Animal Rescue, and the Customer Service Representative is responsible for ensuring they have a positive experience.

**Essential Function/Major Responsibilities:**

- Ensures customers and clients are greeted in a friendly, welcoming, non-judgemental manner
- Follows all protocols for processing email and voicemail messages
- Responds to phone calls and emails promptly and in a timely fashion
- Processes adoption questionnaires and schedules adoption appointments
- Processes adoptions on Shelterluv, as needed
- Ensures messages are disseminated appropriately throughout the organization
- Refers the public to outside resources and partner organizations as necessary
- Assists community service volunteers, front desk volunteers, animal enrichment volunteers, and data entry volunteers
- Enters animals into shelter management software and keeps information up to date, including status', intakes, and outcomes on a daily basis
- Ensures files are appropriately maintained and organized
- Assists the Foster Team with sending animals to foster and assists with completing all paperwork and providing fosters with appropriate supplies, medications, and pertinent information
- Enters animal intake and outcome data accurately and promptly into shelter management software on a daily basis
- Maintains cleanliness of lobby space, ensuring all donations are processed and the front desk and lobby are neat and clean

- Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance
- Fills in for other areas and performs other tasks/functions as needed

**Qualifications:**

- Must be at least 18 years of age.
- Bilingual skills are a plus.
- Excellent interpersonal, communication, customer service, and time management skills are essential.
- Data entry accuracy
- Familiarity with companion animals, knowledge of their behavior and experience working with or volunteering with a rescue group, humane society, foster care involvement, or other animal welfare agency highly preferred.
- Comfort and ability to work with animals of unknown disposition and those who exhibit medical and other problems, as well as aggressive tendencies.
- Ability to remain calm and de-escalate difficult situations as necessary.
- Ability and initiative, working with minimal supervision and direction.
- Maturity, excellent judgment, and a professional appearance.
- Basic computer skills required.
- Ability to read, write, and understand English is required.
- Ability to foster and nurture relationships and public relations beneficial to the organization and our programs.

**Physical Requirements:**

- Physical ability to walk and or stand on your feet throughout a normal workday required. Ability to bend and squat.
- Physical ability to engage in repetitive motions of legs, arms, and hands and to hear and see clearly.
- Physical ability to push up to 150lbs and to carry up to 50lbs regularly and independently throughout a regular workday required.
- Allergic conditions, which may be aggravated when handling or working with animals, may be a disqualification.

**Working conditions:**

Conditions may include working alone, working inside or outside during varying weather conditions, frequent interruptions, and some evenings/weekends meetings and classes.

**Educational Requirements:**

High school graduation required.

**Apply:**

To apply for this position, please email your resume and cover letter to [employment@bwar.org](mailto:employment@bwar.org)