



**Midcoast**  
H U M A N E

<b>Job Title:</b>	Customer Care Associate
<b>Department:</b>	Shelter Operations
<b>Job Classification:</b>	Full Time/Part-Time; Hourly, Non-Exempt Position
<b>Job Relationships:</b>	Reports to Customer Care Manager, works closely with the Animal Care Team, Foster Care Manager, Transport Coordinator and veterinary care team
<b>Supervisory Relationships:</b>	None
<b>General Purpose:</b>	Responsible for the positive experience of the public patronizing Midcoast Humane from their interpersonal interactions with staff, to the speed and efficiency of processes
<b>Schedule:</b>	Full-time: Five 8-hour shifts a week. Part-Time: 16-34 hours a week. Days are determined as the organization's needs dictate. Weekends and evenings are required.

**PRIMARY PURPOSE:** Modeling excellent customer service and execution of processes including but not limited to admitting stray and owner relinquished pets, counseling for and processing adoptions, processing and matching lost and found reports, processing returns to owners and scheduling and admitting pets to Midcoast Humane. Provides exemplary customer service in a fast-paced, sometimes emotionally charged environment with competing priorities. Fosters a spirit of goodwill and trust between the members of the public and Midcoast Humane, ensuring that staff deliver exemplary customer service while advocating for the pets in our care and in our community.

## **PRIMARY RESPONSIBILITIES**

### **CUSTOMER CARE:**

- Assess and consider daily: the interactions of staff and volunteers with members of the public both in person and on the phone
  - How can we meet the needs of pets and people in our communities?
  - Have we done all we can to ensure a positive experience that meets the public's needs?
- Be conversant in and understand the philosophies of an open admission facility and be able to discuss with both staff and members of the public the Midcoast Humane admission, adoption and euthanasia guidelines
- Engage customers in non-judgmental conversation regarding admissions, reclaims and adoptions
- Schedule admissions, reclaims and adoptions as needed, following MCH protocols
- Treat information given by and about customers with confidentiality, tact and discretion

- Interact with the public in a compassionate, polite, professional, non-judgmental manner at all times

**ADDITIONAL RESPONSIBILITIES:**

- Other duties and responsibilities as assigned as the business needs dictate

**SKILLS & ABILITIES NECESSARY:**

- Demonstrate excellent communication skills, strong organizational skills, and the ability to work effectively with others, as coordination with multiple departments within the organization is required
- Ability to de-escalate emotionally charged situations
- Ability to meet people where they are with compassion, kindness and a solution-based attitude
- Excellent organizational skills
- Animal handling skills preferred
- Computer skills required including Word, Excel, email and all other forms of electronic communication
- Ability to learn and work in an animal sheltering database

**MINIMUM QUALIFICATIONS REQUIRED:**

- Proactive, positive attitude
- Valid Maine driver's license

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

- Duties of the job are performed in an animal shelter/animal clinic setting
- The employee is frequently exposed to odors or airborne particles including animal fur, disinfecting chemicals which can be toxic and zoonotic diseases
- Consistently exposed to animals and animal allergens under conditions without alterations available
- The noise level in the work environment can be very loud
- Must be able to lift at least 50 lbs.
- Able to climb stairs
- Able to scoop, bend, twist, lift, squat, kneel, grip and reach
- Able to stand for several hours up to an 8-hour shift
- Able to sit at a computer workstation and type and use a mouse for 2-4 hours at a time as part of normal job functions
- Move about the building and campus consistently to coordinate work

**PSYCHOLOGICAL DEMANDS (in a usual workday)**

Must possess excellent organizational and time management skills in order to handle multiple and sometimes conflicting tasks. Must be able to work with minimal supervision regarding time management and have the ability to consistently make sound, ethical decisions in emergency situations. Demonstrated ability to make accurate assessments while establishing and maintaining effective working relationships within the organization.