



## Marin Humane – Animal Services Division Customer Service Representative

Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

**SUMMARY:** The Customer Service department is a division of Animal Services for Marin Humane. The role of the Customer Service Representative (CSR) is to manage animal related issues in our community. CSRs are responsible for collecting information from customers to create reports, and dispatch officers for issues such as animal cruelty, neglect or public safety.

CSRs provide direct support to the Animal Services Officers by investigating or providing the Officers with information needed for their daily operations. CSR's must be able to multitask and conduct themselves in a calm, professional manner while handling highly charged emotional situations.

In addition to our Animal Services functions, CSR's are responsible for providing a high standard of customer service to the community by articulating and supporting the mission, goals and philosophy of Marin Humane. He/she is accountable for accomplishing department goals and working collaboratively with internal and external Marin Humane stakeholders.

**ACCOUNTABILITY:** Customer Service Supervisor

**HOURS:** Part time/24 Hours per week/nonexempt. *Must be able to work Sundays.*

**SALARY RANGE/CLASSIFICATION:** \$17.50/hr - \$19.54/hr, Non Exempt

**SPANISH SPEAKING PREMIUM PAY IS OFFERED**

**Posting Deadline: June 13, 2018**

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### **CUSTOMER SERVICE**

- Multi-task, prioritize and problem solve in high volume, fast paced, highly stressful environment and recover quickly after handling stressful situations
- Possess the knowledge and ability to train, assist and provide information, to staff or volunteers, regarding daily operations or cases within the department
- Provide excellent customer service, both internally and externally
- Possess knowledge and ability to maintain the daily flow/operations for all key stations within dept. (phones, dispatch, rabies control, complaints, lost & found, front counter assistance)
- Facilitate the process to provide microchips for animals
- Assist the licensing dept with issuing dog licenses

#### **DISPATCHING**

- Dispatch calls and provide necessary support and information to animal services officers

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- Answer a high volume of phone calls, including emergency calls, while remaining calm, courteous, professional and efficient
- Possess the ability to articulate information clearly and calmly over a radio dispatch system
- Ability to learn and retain 10 code for radio communication

#### **CASE MANAGEMENT AND ANIMAL INTAKE**

- Facilitate intake paperwork & support customers in preparation for euthanasia services
- Understand, support, and articulate organization's policies and philosophies to the public in a positive and effective manner
- Ability to work within policies & legal perimeters to create positive outcomes for the cases we manage
- Provide a cursory evaluation for incoming animals of all species
- Determine animal temperament for potential adoptability, safety concerns, etc.
- Identify health/medical issues on intake animals and complete requests for veterinary examinations on applicable animals
- Complete data entry to facilitate & track animals within the shelter software program

#### **REPORTING AND DOCUMENTING**

- Gather details in order to complete detailed reports, pertaining to Rabies Control, Lost and Found, Animal Complaints, and Dispatching

#### **SAFETY AND SECURITY**

- Be proficient at reading animal body language and act accordingly towards fearful or aggressive animals
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules
- Must be willing to report safety violations as well as potential safety violations to appropriate supervisory or management personnel
- Maintains appropriate files and records as assigned
- Adheres to the files and records retention policies and procedures

#### **DESIRABLE QUALIFICATIONS:**

An ideal Candidate will possess the following knowledge, skills and abilities:

- Accumulated knowledge of and compassion for all animals
- Good data entry and clerical skills
- Good oral and written communications skills
- Diffuse conflict and deflect challenging behavior
- Ability to multi-task, prioritize and problem solve
- Remain focused, professional and calm in a fast paced, emotionally charged environment
- Work both independently and as a member of a team
- Ability to get along with many different personalities in a small office space
- Ability to handle deceased animals, injured animals in various states and other challenging and emotionally charged situations

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- Dependable with a strong work ethic

Possession of valid California drivers' license may be necessary  
Pre-employment physical at job at the Marin Humane Society's expense  
Rabies vaccination required and provided at the Marin Humane Society's expense

**EDUCATION AND EXPERIENCE:** A typical way of gaining the necessary knowledge, skill and ability outlined above would be the equivalent to graduation from high school; Experience providing excellent customer service in a high volume, fast paced and highly stressful environment; Experience working with animals, either personally or professionally preferred; Experience working with a two way radio helpful; Possessing tools to reduce/maintain stress levels and regulate emotions and an outlet for stress management and self care recommended.

**PHYSICAL DEMANDS:** The physical demands 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 the essential functions.

- The employee must occasionally lift, push, pull and/or move up to 50 pounds;
- While performing the duties of this job, the employee is regularly required to sit and talk or hear;
- The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl;
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required;
- Due to the amount of data entry, this position involves a regular amount of repetitive motion of the hands & wrists.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to focus. Color vision is also occasionally required.
- The employee must be able to concentrate and perform job functions while being subject to disruptive surroundings.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally exposed to fumes, animal smells, airborne particles (including animal dander) and toxic or caustic chemicals;
- The noise level in the work environment can be loud and frequently chaotic, including dog barking, multiple phone lines ringing, multiple conversations and radio traffic;
- Willingness to work outside normal business hours.

#### **BENEFITS:**

#### **FULL-TIME EMPLOYEES (AT LEAST 30 HOURS/WEEK):**

- Medical/Vision Plan  
- Kaiser HMO

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- Dental Plan  
- Includes Orthodontia for dependent children
- Domestic Partner Coverage Available (Medical and Dental plans)
- Life Insurance
- Long Term Disability Insurance

**ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK):**

- Section 125 Cafeteria Plan
- Fitness Reimbursement Program
- Employee Assistance Program
- 403(b) Retirement Plan
- Paid Holiday
- Paid Vacation
- Sabbatical Leave

**ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY):**

- Paid Sick Leave

To Submit an Application or Resume:

Mail or Delivery:  
**Marin Humane**  
**Human Resources**  
**171 Bel Marin Keys Blvd**  
**Novato, CA 94949**  
 Fax: **(844) 275-3018**  
 Email: **jobs@marinhumane.org**

**ACKNOWLEDGEMENT & RECEIPT**

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

PRINT NAME

SIGNATURE

DATE

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