



Vacancy Announcement

A Northwest leader in protecting animals since 1967, the Progressive Animal Welfare Society (PAWS) shelters homeless animals, rehabilitates injured and orphaned wildlife, and empowers people to demonstrate compassion and respect for animals in their daily lives.

Position Title: Client Services Representative – (Full-time)

Purpose of Position:

To assist the public with inquiries and transactions by answering phone calls, responding to emails and assisting them in person. Acts as point person for Re-homing Program inquiries and supports the daily activities of the Lost/Found Program.

Duties and Responsibilities:

In accordance with organizational policies, duties include but are not limited to:

- Answers phone calls and promptly responds to messages and email correspondence on a variety of topics related to adoptable animals and CAS services.
- Provides accurate information and courteous service to the public about animals in our care, the lost/found process, re-homing program and adoption process. Reviews animal profiles from the Re-homing Program, assists clients with behavior information to help keep animals in their current homes, and when appropriate, sets up appointments for animals to be received via the program.
- Supports the Lost/Found Program by assisting clients over the phone, in-person and by comparing lost pet reports to animals in care. Assists animal control with animals arriving from the field.
- Handles and processes revenue from adoptions, retail sales, donations, surrendered animals, license sales and redeemed animals in accordance with written policies and procedures.
- May be cross-trained to do adoptions. Interviews and provides consultation to prospective adopters in a courteous and educational manner, in the selection of companion animals suitable for their household, in accordance with written adoption policies and procedures.
- Coordinates adoption matches through the Pet Request program including scheduling visits and completing all associated paperwork.
- Prepares the reception and receiving room for opening by ensuring work spaces are clean and fully stocked. May assist with preparing the adoption lobby for opening by ensuring work spaces are clean and fully stocked.
- Processes incoming and outgoing animals, including, but not limited to, soliciting information and donations from guardians, accurately completing paperwork and entering information into the shelter database program, returning stray animals to guardians and assisting adopters in selecting new animals.
- Administers vaccinations, immunizations and treatment for injuries or illness as prescribed by a veterinarian and other health care for animals as provided in written policies and procedures.
- Processing the incoming paperwork in preparation for the monthly billing for contract communities.
- Other related duties as assigned by the shelter managers.

Controls over Work:

Client Services Representatives work under the direct supervision of the Shelter Operations Manager and are expected to perform the established duties per daily schedules.

Written performance evaluations will be given after the first 90 days of employment and annually thereafter.

Physical Demands:

Candidates must be able to lift a minimum of forty (40) pounds. Work is performed both in and out of the shelter which requires lifting, bending, stooping, pushing and other moderately strenuous activities. Must be able to sit or stand for long periods of time, including working at a computer.

Requirements:

- High school graduate or equivalent; read, write and speak clearly in English so written and verbal instructions can be followed.
- Additional schooling and/or experience in the animal care profession are highly desirable.
- Willing and able to work daily with companion animals and have a basic understanding of the needs and behavior of domestic cats and dogs. Must be able to handle individual animals in a caring, safe and humane manner.
- Able to work cooperatively with people and to communicate clearly about PAWS' mission, the care and treatment of animals, and the safety of the public and other employees. Must be able to represent PAWS professionally at all times.
- Able to work maturely and respectfully with diverse groups of people and maintain high quality customer relations. Excellent interpersonal, organizational, written and verbal communication skills.
- Organized, flexible, and able to balance concurrent projects and adjust to rapid, changing needs.
- Proficient with Microsoft Word and Excel computer programs, already possess basic computer skills and experience with PetPoint is highly desirable.
- Preference may be given to candidates with previous experience working with animals in a humane society, animal shelter or veterinary clinic.
- Important considerations for this position include the ability to handle animals safely and humanely and to communicate clearly about their needs always.
- Must have or be able to obtain a valid Washington driver's license with no major or repeated minor traffic offenses and auto-insurance with required coverage limits.

Note: Under the provisions of the Immigration and Reform Act of 1986, the successful candidate will be required to provide both evidence of identity and eligibility for employment.

All Offers of Employment are Conditional, based on successful completion of reference and background checks.

How to apply:

Please submit a Cover Letter stating why you are interested in this position, Resume, and Completed PAWS Employment Application (<http://www.paws.org/about/employment/>).

Send to:

PAWS – Client Services Representative (Full-time)
PO Box 1037
Lynnwood, WA 98046

Or

Via e-mail to: lhockins@paws.org

This position will remain open until filled.