



Central Brevard Humane Society Employee Position Description

POSITION: Office Assistant

DEPARTMENT: Front Office

REPORT TO: Office Manager

SALARY RANGE:

GENERAL STATEMENT OF RESPONSIBILITIES:

Provide quality service, compassion, and animal information to all CBHS customers both in person and over the phone. Provide humane care and treatment for the animals in care of CBHS. Assure and maintain the standard that the animals' stay will be as happy and comfortable as possible.

SPECIFIC DUTIES:

1. Responsible for the cleaning and disinfecting of assigned animals that are in your assigned areas.
2. Feeds and waters animals that may be in the assigned areas.
3. Visually inspects animals for any health issues, documents any problems, and notifies the Kennel Manager/Lead.
4. Ensures and maintains the proper handling of animals throughout the assigned area.
5. Maintains a professional and cordial working attitude.
6. Works well with fellow employees, customers, community service workers, and volunteers.
7. Regularly participates in staff meetings and assists by making suggestions designed to improve working conditions or procedures.
8. Has good attendance record and is at workstation on time for assigned schedule. (Essential to shelter operations).
9. Provides accurate information and friendly service to the public. At times, going out of one's way to ensure that all patrons are treated with respect, sympathy, and understanding even in times of conflict.
10. Acts as a leader for training new staff, any volunteers and/or community service workers assigned to the area.
11. Immediately notifies appropriate manager of any problems or potential problems within the shelter.
12. Must be able to work in a drug free working environment and will be required to take a drug test sometime during the first ninety days of employment and any time you are injured during working hours.
13. Must be able to understand and follow verbal and written instructions.
14. Check and return all phone messages.
15. Run morning reports (all reports ran for the day before).
16. Filing
17. Answer phones
18. Process adoptions
19. Process return to owner animals
20. Data entry
21. Process animal intakes, euthanasia requests, and private cremations
22. Opening and closing of office
23. Clear office of donations and supplies donated
24. Perform adopter profiles
25. Process sales of merchandise
26. Sign in and out customers, volunteers, and community service workers
27. Issue county tags
28. Rabies certificates
29. Daily deposits
30. Responsible for keeping thrift area clean and all items priced
31. Input donations from walk-in customers
32. Trap deposits, rentals, and returns
33. Printing Rainbow Bridge (Poem) for customers
34. All other duties as assigned

POSITION REQUIREMENTS:

Technical: Experience working with basic office equipment: computers, phones, fax machine, copier.

Education: High School diploma or GED.

Experience: Customer Service

Skills:

- Ability to operate a computer and accompanying software.
- Must be highly organized, friendly, and energetic.
- Quick learner.
- Able to communicate effectively both orally and in writing.
- Able to get along well with others and project positive attitude. (Team Player)
- Must be able to lift 30 lbs.

Uniform:

- Scrub top or CBHS Staff T-Shirt.
- Long pants: jeans, slacks, khakis, or scrubs. (Nothing ripped, torn, or stained).
- Closed toe non-skid rubber soled shoes.
- Name tag.

Employee Received Copy

Manager

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