

JOB TITLE: Adoption Receptionist

WORK SCHEDULE

11am to 8pm, Monday, Thursday, and Friday. 9:30am to 6pm Saturday and Sunday. Must come to work regularly and on time, have flexibility in schedule changes, and able to work weekends, some holidays and overtime according to the needs of the organization.

REPORTS TO: Director of Operations, Pieloch Pet Adoption Center

SUPERVISORY RESPONSIBILITIES: None

SALARY: Minimum 12.74/hr plus benefits

JOB SUMMARY: Perform administrative and programmatic functions in support of the CHS mission.

JOB DUTIES AND RESPONSIBILITIES

Perform administrative duties for the Executive Director, leadership team and front office that include, but are not limited to:

Answering and directing phone calls, receiving and distributing mail, and scheduling adoption appointments

Answering questions about animals, processing adoption paperwork

Entering data into databases, processing payments, handling cash and credit card processing

Performing daily audit of receipts/cash and taking deposits to bank

Assisting in the preparation of regularly scheduled reports, assisting with organizational administrative functions,

Providing general support to visitors and serving as a point of contact for internal and external customers and addressing customer complaints

Performing adoptions as needed

Assisting with cleaning the facility, doing laundry, and washing dishes as needed

Performing other duties as assigned

REQUIREMENTS AND QUALIFICATIONS

Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach

Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.

Must be able to work independently with minimal supervision.

Must have valid driver's license with a satisfactory driving record.

SKILLS AND QUALIFICATIONS

Proven experience as an administrative assistant

Knowledge of office management systems and procedures such as MS Office Suite

Working knowledge of office equipment, like printers and fax machines

Experience using social media and maintaining a website

Excellent time management skills and the ability to prioritize work

Attention to detail and problem solving skills

Excellent written and verbal communication skills

Strong organizational skills with the ability to multitask

Proficient in computer applications, including the shelter system, Microsoft office suite and email

Strong sense of professional judgement and ability to maintain confidentiality

WORKING CONDITIONS

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

Minimum 40 hours per week; will routinely exceed 40 hours during a majority of the year. Rotating holiday work schedule required. Evening and weekend hours may be necessary in the event of an emergency, staffing shortages or a special event.

The noise level in the office environment is usually quiet, though barking or whining of animals may be escalated at certain times in certain areas of the building.

High exposure to animals whose reactions to the shelter environment cannot be predicted.

Temperatures in the shelter environment are varied, though usually moderate, and dependent on the season.

Potential exposure to zoonotic diseases and hazardous chemicals.

Ability to work around animals without severe allergic reactions.

EEO STATEMENT:

Capital Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, marital status, status as a veteran, or any other protected category, in accordance with applicable federal, state and local laws.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.