



Elmbrook Humane Society, Inc.

JOB DESCRIPTION

Title: Customer Relations Associate

Reports to: Customer Relations Manager

Exempt Status: Non-exempt

PURPOSE OF THE JOB

To perform general office functions related to the daily operations of Elmbrook Humane Society, Inc. (EBHS). To provide exceptional support to internal and external customers. To maintain a commitment to the philosophies and policies of EBHS in the performance of his/her duties and respect the dignity and basic rights of each animal. To support the mission of EBHS.

JOB RESPONSIBILITIES

- Greet all customers in a friendly, welcoming manner.
- Ability to answer multiple phone lines at one time.
- Provide assistance to internal and external customers, determining their need and supporting them appropriately.
- Assist with adoption, surrender, and redemption process.
- Perform various office duties such as filing, copying, and data entry into EBHS databases.
- Assist with answering email received at the general EBHS email account.
- Promote responsible companion animal (pet) ownership.
- Assist with fundraising and community events as requested.
- Assist with maintaining files related to both animals under the care of EBHS and adopters.
- Assist with the housekeeping needs related to presenting a clean, organized lobby area.
- Support an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- All other duties as assigned.

QUALIFICATIONS

- Appropriate technical degree or equivalent work experience.
- Commitment to EBHS Core Values:
 - Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.
 - Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.
 - Collaborative. Working together to accomplish more.
 - Integrity. Doing what is right even when no one is watching and setting the best example when they are.
 - Respect. Recognizing the differences of and being kind to all animals and people.
- Pleasant, professional, public image.
- Able to work with limited supervision and multi-task.
- Computer literate and ability to operate office equipment.
- Excellent oral, written, and organizational skills with attention to detail.
- Able to work flexible hours including weekends.
- Passion for issues relating to animal welfare.

- Proven customer service skills.
- Valid Driver's License.

WORK ENVIRONMENT

- Physical demands include:
frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals, and operation of motor vehicle.
- Working conditions include:
possible exposure to dangerous, diseased, frightened and injured animals.
possible exposure to potentially harmful chemicals and drugs.
fast paced environment.
- Emotional demands include:
euthanasia.
animal abuse.
animal neglect.

Elmbrook Humane Society is an Equal Opportunity Employer.