**Position: Front Desk & Adoption Specialist**

**Part-time, Hourly (approx. 30 hours/week)**

**Summary:** Greets & assists guests efficiently, courteously and professionally; works in a team with animal welfare and veterinary specialists to provide exemplary customer service and support to clients and guests; processes animal intakes and adoptions; Assists with clerical duties on vaccination clinic days; processes payments for adoptions, clinic fees, donations, and other transactions as deemed necessary; utilizes proper cash handling procedures in accordance to company policies; maintains confidentiality of information as appropriate; interacts professionally and in a friendly manner with the public in person, on the telephone and by email/social media as directed; maintains a clean and sanitary environment for animal health and safety; treats animals with kindness and respect.

**Duties:** 1. Provides exemplary customer service to all guests, partners and vendors.

2. Processes animal adoptions at the front desk including, but not limited to, explaining the adoption process to potential adopters, completion of proper paperwork and forms, and payment.

3. Processes animal intakes including, but not limited to, scheduling appointments, facilitating proper paperwork and completing database entry.

4. Assists all visitors, employees, clients, vendors, and volunteers at the front desk in a cheerful and respectful manner as a representative of the Peninsula SPCA to ensure customer satisfaction;

5. Uses excellent phone skills to answer the shelter’s telephones; ascertains the needs of a caller and works efficiently to meet those needs.

6. Uses critical thinking and problem-solving skills to handle a variety of tasks and challenges.

7. Utilizes proper cash handling procedures and ensures a balanced drawer at the end of each shift.

8. Maintains equipment used to complete job assignments and keeps such equipment and tools in good working condition; notifies management of major repairs needed or new equipment necessary to adequately complete assigned work;

9. Keeps the front desk, lobby and waiting areas tidy and clean at all times.

**This position will also be cross-trained in the duties of a kennel assistant, to include, but not limited to:**

1. Provide primary care for sheltered animals; help socialize animals to make them more adoptable; facilitate animal interaction with potential adopters;

2. Can handle animals as required and restrain if needed for control;

3. Cleans and removes animal waste from kennels and litter boxes as often as needed;

4. Record/report unusual animal behavior or condition;

5. Report signs of illness, disease, unhealthy activity to management;

6. Assist in intake of animals to shelter as needed and requested;

7. Wash and sterilize food and water containers;

8. Wash and dry towels, blankets, toys and leashes;

9. Clean public and common areas of shelter as directed;

10. Empty trash as needed and directed;

11. Assist clinic and animal care staff as needed;

12. Assist in transfer or adoption of animals as needed;

13. Patrol grounds as requested to pick up trash, litter and animal waste;

14. Other duties as may be assigned.

**Minimum**

**Qualifications:** 1. Should enjoy working with dogs, cats and other small animals

2. Should have a pleasant disposition and great customer service skills

2. Able to read, write, understand and follow oral and written instructions

3. Able to humanely handle animals under various circumstances

4. Able to work harmoniously with fellow employees

5. Able to stand for prolonged periods of time

6. Able to lift 40 pounds

7. Able to bend and squat regularly

8. Able to handle large animals up to 150 pounds

9. Have reliable transportation to and from jobsite

10. Must be available Saturdays and some holidays

**Working**

**Conditions:** 1. Work normally performed both inside and outside of shelter

2. Some exposure to unpleasant odors and noises

3. Possible exposure to bites, scratches and animal waste

4. Possible exposure to contagious diseases

5. Possible exposure to caustic chemicals such as bleach, disinfectants

**Physical**

**Demands:** While performing the essential functions of this job, the employee is required to:

-stand

-walk

-use hands to finger, handle or feel

-reach with hands and arms

-talk and hear

-sit

-climb or balance

-stoop, kneel or crouch

-crawl

-lift 40 pounds

-vision requirements include close vision, distance vision, distance vision, peripheral vision

Candidates should be at least 18 years old, possess a valid driver’s license and clean driving record. The Peninsula SPCA is a drug-free workplace.

Interested candidates should come to the Peninsula SPCA Animal Shelter and Humane Education/Outreach Center at 523 J. Clyde Morris Blvd. in Newport News to submit a resume (if applicable) and to complete an employment application.