



Position Summary:

The primary purpose of the Customer Service Representative is to provide excellent customer service to the general public and our guests. The Customer Service Representative is responsible for handling the front office and general administration duties which include greeting guests, answering phones, handling inquiries and addressing the needs of the public. The Customer Service Representative is responsible for maintaining a professional atmosphere, overall tidiness and organization in the reception area; assisting with the delegation of duties to volunteers, and supporting some simple aspects of animal care.

Essential Functions and Job Responsibilities:

1. Greet customers and learn the reason for their visit
2. Direct customers to the appropriate area or staff member
3. Always maintain a professional demeanor
4. Ensure the reception phone is always answered in a timely manner
5. Manage calls so none are missed and few roll to voicemail
6. Return voicemails as needed following the sun down rule if possible
7. Become familiar with Forsyth Humane Society's policies and procedures for animal care, intakes and adoptions
8. Learn about local resources that pertain to animal welfare to better assist customers whose needs cannot be met by FHS
9. Ability to positively guide volunteers and delegate tasks as needed
10. Keep the reception area tidy and welcoming
11. Ensure all informational forms and applications are stocked, accurate and arranged correctly
12. Assist staff with administrative projects and duties as needed
13. Other functions as determined by Leadership

Competency, Skills and Abilities:

1. Excellent customer service skills
2. Ability to work independently and with a team
3. Strong analytical and problem solving skills with attention to detail
4. Excellent verbal and written communication
5. Proficient computer skills and knowledge of Microsoft Office
6. Ability to prioritize and manage multiple projects
7. Confidence in handling timid, fearful animals

Education and Experience Requirements:

1. Minimum of a High School Diploma or equivalent
2. Minimum of 1 year in customer service or related field
3. Valid driver's license

Physical Demands and Work Environment:

1. Must be able to bend, stoop, stretch, stand and sit for extended periods
2. Ability to perform repetitive motions of wrists, hands and/or fingers due to extensive computer use
3. Work environment may be stressful at times, as overall center activities and work levels fluctuate
4. Excellent ability to communicate both verbally and in writing
5. Ability to utilize a personal computer and other office equipment
6. Must be able to lift 40 pounds as needed