

Part-Time Customer Service Associate

Position Summary:

The Forsyth Humane Society seeks a dedicated and passionate Part-Time Customer Service Associate to join our team. The ideal candidate will be committed to our mission of improving the lives of animals and have a strong background in customer service, especially in high-volume settings. This position will handle heavy phone traffic, manage face-to-face customer interactions, and perform cashiering duties.

Key Responsibilities:

Telephone Communication:

- Handle high volume of inbound calls, addressing inquiries and concerns and providing information related to our services.
- Relay important messages to the appropriate staff members in a timely manner.
- Schedule appointments and coordinate with other departments when necessary.

Customer Interaction:

- Greet and assist visitors upon their arrival at the facility.
- Address any questions or concerns from customers promptly and professionally.

Cashiering Duties:

- Handle financial transactions accurately, including processing adoption fees, donations, and other related charges.
- Issue receipts, make change, and maintain a balanced cash drawer.
- Assist with closing out registers and preparing deposits as needed.

Data Management:

- Update and maintain accurate records of all customer interactions in the computer system.
- Input data related to adoptions, donations, and other relevant activities.

Additional Duties:

- Assist with organizing and setting up promotional events.
- Aid in maintaining a clean and welcoming environment for visitors.
- Perform other related duties as assigned.

Required Skills & Qualifications:

- Proven experience in a customer service role.
- Strong communication and interpersonal skills.
- Ability to handle high-volume phone calls and customer interactions with patience and professionalism.
- Experience with cash handling and basic accounting.
- Proficiency in computer applications and data entry.

- A passion for animals and the mission of the Forsyth Humane Society.

Preferred Qualifications:

- Bilingual capabilities.

Work Schedule: Three days weekly from 9 am-6 pm, rotating weekends.

Interested candidates are encouraged to submit resumes and a brief cover letter to sdavis@forsythhumane.org. The Forsyth Humane Society is an equal-opportunity employer and values diversity.

Job Type: Part-time

Pay: \$13.50 per hour

Expected hours: 24 per week

Shift:

- 10 hour shift

Weekly day range:

- Monday to Friday
- Rotating weekends

Education:

- High school or equivalent (Preferred)

Experience:

- Administrative Assistants & Receptionists: 1 year (Preferred)
- Customer service: 1 year (Preferred)