



...IS COMMITTED TO SERVING THE BEST INTEREST OF THE ANIMALS WE STRIVE TO PROTECT.

Desk Worker Job Description

Job Title:

Part-time Desk Worker

Job Type: Part-time

Hours: Noon to 5:45 pm, schedule varies

Pay Rate: Hourly, Dependent on Qualifications

Reports to: Executive Director

Job Summary:

Provides quality customer service to all clients and potential clients of Great River Rescue. Informs clients of the adoption and foster process. Answers phone calls and responds to clients questions and needs. Handles paperwork and reporting for intake, adoption, and foster of animals. Manages daily finances such as adoption fees, surrenders fees, and donations.

Specific Job Duties:

Administrative

- Maintain computer and physical records of in-take of animals, adoptions, and fosters.
- Assist clients through the adoption and foster process
- Take pictures of incoming animals and upload them for record-keeping.
- Maintain Shelter Manager website and write narratives about the animals.
- Manage daily finances and work the till for donations and fees.
- Answer phone calls and take messages as needed.
- Direct volunteers as needed
- Coordinate with kennel coordinator on adoptions, surrenders, and overall animal management.
- Keep Sponsor-a-Pet books and cards updated and send out pictures to customers as needed.
- Keep membership folder updated and send out renewal notifications.
- Keep kennel tags updated.
- Prepare the front desk for current business day- check supplies, forms, etc.
- Check mail, open, distribute and respond on a daily basis.
- Check front computer email and respond as needed.
- Review all adoption and foster applicants to ensure animals will be going to a good home.

- Set up spay/neuter appointments with the vet clinic.
- Ensure confidential material is secured and out of public view

Customer Service

- Provide excellent customer service and answer client questions and concerns.
- Inform clients of their responsibilities as new pet owners or foster parents.
- Build and maintain positive relationships with shelter volunteers.
- When kennel workers are not present, assist customers with the animals.

Other Duties

- Work as a team member with staff and volunteers.
- Show care and concern for animals.
- Have general knowledge of animals within the shelter.
- Keep lobby, bathroom, and meeting room supplied and tidy for customers during the day.
- All other tasks as assigned by the executive director.

Skills/Qualifications:

- High School Diploma or GED equivalency
- Should enjoy working with dogs and cats
- Able to read, write, and follow oral and written instructions
- Able to work harmoniously with other employees
- Must be friendly and courteous with the public
- Should have basic skills at Microsoft Office programs and Internet
- Should be neat and organized
- Must be able to multi-task various responsibilities at once

By signing below I certify that I have read and understand my job description. I will do my best to fulfill all of the duties outlined therein.

Employee Name

Employee Signature

Date

Supervisor Signature

Date