Great River Rescue

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

Desk Worker Job Description

Job Title:
Desk Worker

Job Type: Part-time
Pay Rate: Hourly, Dependent on Qualifications
Hours: Schedule Varies Tues – Sat noon to 6pm
Reports to: Executive Director

Job Summary:
Provides quality customer service to all clients and prospective adopters of Great River Rescue. Informs clients of the adoption and foster processes. Answers phone calls and emails responding to clients questions and needs. Handles record-keeping, paperwork and reporting for intake, adoption, and foster of animals. Manages daily financial transactions 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.
- Assist kennel coordinator as needed with photos and written narratives of new animals.
- Maintain Shelter Manager website keeping it current with all shelter activities.
- Manage daily financial transactions using the front till and Paypal Here App.
- Answer phone calls and take messages as needed. Listen to voicemails and respond accordingly.
- Direct volunteers as needed and inform them of animal behavior and medical issues.
- Coordinate with kennel coordinator on adoptions, surrenders, and overall animal management.
- Keep Sponsor-a-Pet books and cards updated and send out pictures to participants monthly.
- 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 company email and respond as needed.
- Review all adoption and foster applicants to ensure animals will be going to a good home.

- 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
- Basic animal care knowledge required. Veterinary or animal shelter office experience a plus, but not required.

Requirements:

- Schedule varies Tuesday – Saturday noon to 6 pm
- Attend regular staff meetings

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