



Job Description

Job Title: Director of Public Services

Supervisor: President/CEO

Classification: Full Time/Salary/Exempt/Full Benefit

Pay Rate: Annual Salary \$47,476 to \$75,000

Physical Demands: Individuals will frequently be required to speak publicly; stand, walk or sit for extended periods of time, hear sufficiently; reach, bend or stoop, regularly lift and carry up to 40 pounds.

Occupational Disclaimer: This position works daily in an animal shelter. This position will come in direct contact with animals and will be exposed to animal related smells and sounds.

Minimum Qualifications:

- ✓ Must have a minimum 1 year supervisory work experience in the Animal Welfare Industry
- ✓ Must have a minimum 3 years retail customer service experience
- ✓ Must have advanced proficiency with PetPoint Animal Management software
- ✓ Must have advanced critical thinking ability
- ✓ Must have advanced conflict management skills
- ✓ Must have advanced computer skills
- ✓ Must be able to accurately type 45 wpm
- ✓ Must have advanced writing and math skills
- ✓ Must demonstrate professionalism, courtesy, tact and sound judgment
- ✓ Must have a valid and clean Washington State driver's license and current automobile insurance
- ✓ Must be able to pass an employment background check and drug screening

Specific Duties:

- ❖ To assist the President/CEO to establish and maintain the AVHS front desk and pet licensing policies/procedures, as well as, learn and follow the Society's policies/procedures and city, county and state requirements in regards to animal care and licensing
- ❖ To promote a positive image of the Society through positive public relations
- ❖ To establish/maintain effective and cooperative working relationships with AVHS staff members and departments
- ❖ To answer phones and assist the public with AVHS related issues
- ❖ To supervise/perform training of pet licensing and front desk staff and volunteers
- ❖ To coordinate/facilitate reciprocal pet licensing programs with partner agencies
- ❖ To coordinate/facilitate AVHS front desk programs with partner agencies
- ❖ To coordinate/facilitate front desk activities including counseling customers regarding the relinquishment, adoption and euthanasia of animals
- ❖ To coordinate/facilitate front desk activities including the intake of incoming stray and owner surrendered animals
- ❖ To coordinate/facilitate front desk activities including the outcome of adoption and return to owner animals
- ❖ To insure accuracy of all paperwork regarding pet licensing and front desk programs
- ❖ To produce accurate weekly and monthly reports regarding pet licensing and front desk activities
- ❖ To reconcile and make bank deposits weekly for City of Auburn Pet Licensing program and Front Desk revenue in the absence of the President/CEO.
- ❖ To reconcile and audit animal inventory and animal files on a daily basis
- ❖ To supervise the daily revenue reconciliation of the pet licensing/front desk cash boxes
- ❖ To stock and replenish all licensing /front desk paperwork as needed
- ❖ To attend board meetings and fundraising events as needed
- ❖ To perform other reasonable duties time to time, as assigned by the President/CEO

~Auburn Valley Humane Society Vision Statement~

To be a model of excellence in the advancement of animal welfare.

~Auburn Valley Humane Society Mission Statement~

The Auburn Valley Humane Society enriches the lives of companion animals and people through animal sheltering, programs, services and community engagement.