



Job Description

Job Title: Front Desk/Pet Adoptions Assistant

Supervisor: Front Desk/Pet Adoptions Coordinator/Director of Public Services

Classification: Full Time/Hourly/Non-Exempt/Full Benefit

Pay Rate: \$12.00 to \$15.00

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:

- ✓ Should have a minimum 6 month's work/volunteer experience in the animal care/customer service field
- ✓ Should have intermediate writing and math skills
- ✓ Should have intermediate computer 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 Director of Public Services and Front Desk/Pet Adoptions Coordinator to establish and maintain the AVHS front desk policies and procedures, as well as, learn and follow the Society's policies and procedures and city, county and state requirements in regards to animal care
- ❖ To promote a positive image of the Society through positive public relations
- ❖ To establish and maintain effective and cooperative working relationships with staff members and other departments
- ❖ To assist the Front Desk/Pet Adoptions Coordinator and Director of Public Services in the training of new front desk staff and volunteers
- ❖ To counsel customers regarding the relinquishment, adoption and euthanasia of animals
- ❖ To facilitate the intake of incoming stray and owner surrendered animals
- ❖ To coordinate and facilitate the transfer of animals with partner agencies
- ❖ To insure accuracy of all incoming and outgoing paperwork
- ❖ To answer phones and assist the public with AVHS related issues
- ❖ To assist the Front Desk/Pet Adoptions Coordinator Director of Public Services with the weekly reconcile of Auburn Pet Licensing program
- ❖ To assist the Front Desk/Pet Adoptions Coordinator with the reconcile and audit animal inventory and animal files
- ❖ To count out the cash register at the end of each shift
- ❖ To stock and replenish all front desk paperwork
- ❖ To assist the Front Desk/Pet Adoptions Coordinator and Director of Public Services with the management of the retail area of the shelter
- ❖ To attend board meetings and fundraising events as needed
- ❖ To perform other reasonable duties time to time, as assigned by the Front Desk/Pet Adoptions Coordinator, Director of Public Services and 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.