



JOB TITLE: Guest Services Lead

REPORTS TO: Operations Manager

DIRECTLY SUPERVISES: Reception Volunteers

PURPOSE OF POSITION: The Guest Services Lead is responsible for fostering trust between the public and the shelter, providing exceptional customer service to customers, advocating for the animals in our care and our communities, sharing HSWA policies and procedures with the public along with basic animal care, creating and maintaining reception manuals and training volunteers in guest services positions. In addition, the Guest Services Lead will oversee all monetary transactions at the front desk ensuring timely and accurate deposits.

QUALIFICATIONS:

- High School Diploma or GED and 3-5 years customer service related role
- 3-5 years management experience
- General knowledge of office practices and procedures
- Strong communication skills, excellent writing skills and ability to work effectively with many different departments
- Knowledge of computer software systems including Word, Excel, email and ability to learn PetPoint, our animal management program
- Excellent interpersonal skills and a commitment to helping pets and their owners achieve their best outcome
- Ability to work in an emotionally taxing field—a positive attitude and sense of humor are essential
- Willingness to work a Tuesday-Saturday schedule
- Ability to learn basic accounting skills and make regular deposits at the local bank
- Ability to remain calm in fast-paced, emotionally charged environment
- Valid Maine driver's license in good standing

WORKING ENVIRONMENT: Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

PHYSICAL REQUIREMENTS:

- Ability to stay standing or active during entire shift
- Ability to lift and carry objects and animals of moderate weight
- Ability to lift, bend, stoop, kneel, crouch, push and other strenuous activities

SCHEDULE: 40 hours per week- Sunday OFF, Monday OFF, Tuesday 8:30 a.m.–4:30 p.m., Wednesday 8:30 a.m.–4:30 p.m., Thursday 8:30 a.m.–4:30 p.m., Friday 8:30 a.m.–4:30 p.m., Saturday 8:30 a.m.–4:30 p.m.

RESPONSIBILITIES:

- Cheerfully welcome clients as they enter the shelter and determine the purpose of their visit
- Politely answer phones identifying the Humane Society Waterville Area, answer questions thoroughly and direct callers to appropriate departments
- Awareness of all policies and protocols to protect the health and well-being of the animals in our care
- Meet with the Operations Manager regularly to develop long-range improvements and to regularly review policies and procedures
- Direct intakes and adoptions and ensure that the public receives accurate information and excellent customer service. When necessary assist volunteers with tense situations involving the public
- Process adoption applications and maintain PetPoint records, including photos
- Provide administrative support for Operations Manager
- Monitor and respond to social media posts according to organization policy
- Manage financial transactions and accounting for adoption and shelter fee payments
- Ensure main entrance, lobby and public restrooms are cleaned and presented professionally
- Communicate with local animal control officers regarding stray animals
- Maintain inventory in shelter store area
- Maintain accurate training manual for volunteer receptionists
- Carry out other duties as assigned by the Operations Manager

Email resume and employment application to Lisa Oakes, Executive Director, loakes@hswa.org

Humane Society Waterville Area
100 Webb Road
Waterville, ME 04901
207-873-2430
www.hswa.org