

JOB DESCRIPTION

Title: Customer Service Specialist

Essential Job Functions: Provide office support for the team at Talbot Humane

The work involves but is not limited to:

- Strong Customer service skills
 - Polite and helpful to all visitors to Talbot Humane
 - Ability to answer phones, assist public and take detailed notes
 - Assisting potential consumers including but not limited to those in need of assistance with adoptions, programming, animal surrender, and other services offered by Talbot Humane
 - Dispatch animal control complaints.
 - Intake paperwork for animal control and animal surrender
- Work closely with staff and volunteers in a respectful and professional manner.
- General shelter housekeeping- maintaining cleanliness of front office.

Other Duties

Performs any duty requested by supervisor

Required Qualifications

- Team player who supports the mission and goals of Talbot Humane.
- Strong interpersonal skills including the ability to manage interactions with difficult people.
- Customer service experience
- Ability to multitask.
- Microsoft 365 trained.

Training and/or Education

- Experience in a high paced office setting will be shown preference.
- Experience in animal handling a plus

Special Requirements

Physical Demands

Position requires workers to bend, reach, hold, grasp and turn objects; and use fingers to operate computer or typewriter keyboards. Animal handling will be required at times. The work requires the ability to speak normally and to use normal or aided vision and hearing.

Unusual Demands

Work is subject to loud noises, strong smells, and at times exposure to the use of chemicals. Work requires weekends. No exceptions.

Schedule, Compensation and Benefits

- Part time position, Saturdays required.
- Accrued sick, vacation and personal leave.
- Base pay rate \$15 evaluation of starting rate based on experience.