



Title: Client Care Specialist

Position Summary: The Client Care Specialist is the face of Animal Rescue League of Berks County (ARL) and is responsible for providing professional, world-class service to all internal and external clients in a way that reflects the values and mission of ARL. S/he will be responsible for greeting clients, directing clients to other departments when necessary, and providing information about all of our services including animal admission, adoption, health and behavior. S/he will also be expected to answer questions about fees, legal requirements, TNR, community cats, external resources, and other topics. The Client Care Specialist is required to treat all clients with respect and compassion.

Supervisor: Client Care Manager

Examples of Duties and Responsibilities:

- Present professional, positive, compassionate and friendly demeanor to clients at all times
- Provide a prompt, well-informed and enthusiastic greeting for all clients entering ARL and determine the nature of each client's visit
- Interact with the public via phone, email and in person to answer questions about our services
- Provide thorough, professional, personalized and sincere communications regardless of method of communication
- Act as an ambassador of spay/neuter and the community cat program in a positive and open manner
- Graciously accept monetary and in-kind donations
- Perform extensive data entry work in our animal sheltering software; including creating people and animal profiles, documenting communications via memos, and being able to find required information
- Perform additional clerical duties such as answering multi-line phones, filing, and record maintenance, and other duties as assigned
- Complete all tasks per ARL's policies and procedures
- Adhere to changes in policy or procedure as directed
- Effectively and professionally communicate policies concerning intakes, adoptions, euthanasia and relinquishments to ARL's clients, members of the public, and other organizations
- Accurately perform Lost/Found checks using all available methods of contact (phone, email, letter) to locate possible owners
- Be knowledgeable of multiple processes, including animal admission (owner surrender, deceased, stray, police – criminal and non-criminal); returning an animal to an owner; Department of Health policies for bite cases
- Maintain accurate cash drawers (money and receipts); perform end of day reconciliations
- Properly scan animals for microchips when necessary
- Complete daily reports and duties as instructed
- Maintain professional personal appearance and work area at all times
- Work cooperatively with ARL's volunteers, partners and staff
- Assist various other departments with additional tasks as directed

Skills and Requirements:

- High school diploma or its educational equivalent
- Excellent written and verbal communication skills; bilingual a plus
- Strong attention to detail
- Ability to work in a fast-paced environment – multi-tasking is a must
- Strong computer skills including typing, email etiquette and use of internet search tools
- Familiarity with dog and cat breeds, animal descriptions, and animal sheltering community is a plus
- Strong preference for applicants with prior work experience with customer service, data entry, and multi-line phone systems

Work Environment:

- Exposure to odors and airborne particles including animal fur and toxic chemicals
- High levels of noise
- Can be fast-paced and stressful, working with emotional clients
- Department Hours of operation between 8am and 8pm seven days a week, flexible work hours may be required (including holidays, weekends, and overtime)
- Physical requirements include being able to withstand prolonged periods of sitting or standing; lifting or moving up to 35 pounds.

Overtime: This position is eligible for overtime.

Full-time, non-exempt, competitive salary, education opportunities, plus benefits, including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan. Will require nighttime, weekend and holiday work.

Note: This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

Animal Rescue League is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.