



Title: Pet Help Center Specialist – Must Read and Write Spanish Fluently

Position Summary: The Pet Help Specialist provides help to families having emotional, social, environmental, and financial problems and need assistance with the pet(s) in their care and helps our community with lost and found animals. By providing a safe, supportive environment free of judgement, the Pet Help Specialist allows owners and finders of animals to seek assistance without fear or embarrassment. The Pet Help Specialist spends time with each client, in a case management style, working to understand the true nature of the situation and provides appropriate resources ranging from surrender prevention options, alternatives to shelter relinquishment, and acceptance of the animal(s) into our programs. The ARL seeks to work collaboratively with each client to ensure their animal(s) has the best opportunities provided to them.

For animals entering the centers, the Pet Help Specialist helps determine placement pathways by documenting key information about the animal's history, known behavior, and habits. They help taking great, flattering photos of each pet, and communicate with a variety of departments to ensure everyone has what they need to help our animals succeed.

Supervisor: Pet Help Manager

Examples of Duties and Responsibilities:

- Provide a prompt, professional, positive, compassionate and friendly demeanor to clients at all times
- Check voicemail and email accounts, promptly responding to all inquiries
- 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
- Maintain surrender appointment schedule
- Assist the general public in the admittance of animals through comprehensive interviews and completion of all necessary paperwork and providing appropriate counseling based on circumstances
- Thorough counseling to determine if prevention or deferment of admission is possible with additional support
- Provide end of life counseling and support to our clients and their pets
- Manage use of the ARL surrender prevention resources at the direction of the manager
- Collaborate with the ARL partner organizations to provide support beyond what the ARL can provide
- Collaborate with the ARL adoption department and rescue partner program to implement pathway planning, divert intake, or minimize length of stay for deferred intakes
- Accurately record all information provided by the animal owner or guardian regarding animal history, health, and behavior utilizing shelter software
- Perform additional clerical duties such as answering multi-line phones, filing, record maintenance, and other duties as assigned
- Be knowledgeable of the ARL's other departments and standard operating procedures
- Maintain accurate cash drawers (money and receipts); perform end of day reconciliations
- Properly scan animals for microchips

- Complete daily reports and duties as instructed
- Maintain professional personal appearance and work area at all times
- Work cooperatively with the ARL's volunteers, partners and team members

Qualifications:

- Ability to read and write in Spanish fluently
- Ability to excel in a fast-paced, often high stress environment, multi-tasking is a must
- Treats animals and people with respect, considering all individuals as potential collaborators with something to offer
- Is able to be discreet and confidential in a variety of situations
- Is an expert communicator with excellent written and verbal communication skills; is a people person and a team player
- Possesses a love of animals and is able to interact with them in a calm, non-threatening manner
- Strong attention to detail
- 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

At least one of the following:

- Minimum one year experience performing behavior assessments, animal training, or other enrichment activities
- Minimum one year experience in a veterinary setting, assessing health status, providing vaccinations, etc.
- Minimum one year in a heavy counseling or customer service/social service oriented role

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 8:30am and 7pm 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.