



### **Title: Client Services Specialist**

**Position Summary:** Under the direction of the Client Services Supervisory team, the Client Services Specialist provides a variety of services to our community from adoptions to helping families having emotional, social, environmental, or financial problems who need assistance with the pet(s) in their care and helps with lost and found animals.

By providing a safe, supportive environment free of judgement, we allow adopters, owners, and finders of animals to seek assistance without fear or embarrassment. The ARL seeks to work collaboratively with each client to ensure their animal(s) has the best opportunities provided to them.

The Client Services Specialist is trained to counsel potential adopters through the entire adoption process including matching adopters to animals and processing adoptions. The Client Services Specialist also provides appropriate resources ranging from surrender prevention options, alternatives to shelter relinquishment, and acceptance of the animal(s) into our shelter. For animals entering the shelter, key information about the animal's known history and behavior is gathered to determine the appropriate pathway for the pet. This position helps take photos of each pet and communicate with a variety of departments to ensure everyone has what they need to help our animals succeed.

**Supervisor:** Client Services Supervisor

### **ARL Culture:**

Working at the ARL requires a positive attitude and high emotional intelligence. We have an inclusive, mission-driven, people-first culture of compassion in adherence with our organizational values ([www.berksarl.org/values](http://www.berksarl.org/values)) and the animal-sheltering industry's human-animal support services model ([www.humananimalsupportservices.org](http://www.humananimalsupportservices.org)). Advocacy of the ARL and animal welfare as it relates to animal sheltering is central to organizational goals and community/stakeholder conversations.

Staff members at all levels are expected to be ARL mission ambassadors. This person will be devoted to assisting the organization accomplish the necessary philanthropic duties that will assist in raising funds and spreading positive awareness of the organization to the community. These duties include, but are not limited to:

- Ensuring the needs of the animals and public are met whenever possible.
- Assisting with fundraising and events.
- Providing needed information for stories and promotions.

### **Examples of Duties and Responsibilities:**

- Provide a prompt, well-informed, positive, compassionate, and sincere interaction for all clients.
- Interact with the public via phone, email and in person up to 100% of the scheduled shift.
- Answering multi-line phones; some days require extensive time on the phone.
- Graciously ask for and accept monetary and in-kind donations.
- Work cooperatively with ARL's volunteers, partners, and team members.
- Conduct adoption counseling sessions with members of the public utilizing conversational adoption counseling techniques up to and including the processing of all adoption paperwork.
- Attend offsite adoption events at special events and satellite locations.
- Reunite clients with their pets that have been lost.
- Assist the 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.
- Maintain surrender appointment schedule.
- 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 client support beyond what the ARL can provide.
- Collaborate with Pawsitive Partners to divert intake, or coordinate transfer of animals to/from a partner.
- Follow proper animal handling procedures and safety practices.
- Properly scan animals for microchips
- Observe and document unusual behavior, signs of illness and any injury of an animal and communicate vital information to medical or behavior departments as needed.
- Exercise and socialize with animals when time allows.
- Act as an ambassador of spay/neuter and the community cat program in a positive and open manner.
- Be knowledgeable and conversational on ARL's policies and common animal welfare practices.
- 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.
- Accurately record all information provided by the animal owner or guardian regarding animal history, health, and behavior utilizing shelter software
- Complete daily reporting and tracking as instructed including maintaining accurate cash drawers and performing end of day reconciliations.
- Perform other duties as assigned which may include but are not limited to:

- Maintain a high standard of animal care and welfare, which may include helping with scheduled feedings, clean water, proper bedding, and enrichment toys using Fear Free methods.
- Properly clean and sanitize kennels, rooms, cages, equipment, and areas of shelter as assigned, according to ARL's Standard Operating Procedures (SOP)

### **Skills and Requirements:**

- ***Spanish speaking preferred***
- High School Diploma or GED
- Minimum of 18 years of age
- Must be able to lift up to 50 pounds.
- Minimum one year of animal care experience, can be with personal pets.
- Ability to work effectively, both independently and in team environment.
- Ability to positively interact with colleagues, coworkers, and community members from widely varied backgrounds with integrity and honesty throughout all facets of the position, always maintaining confidentiality.
- Reliability, flexibility, and punctuality are essential.
- Exemplary customer service skills
- Exceptional attention to detail and organizational skills with the ability to multi-task; emphasis on phone calls and client conversations.
- Highly motivated and creative with experience and a passion for connecting with current and future clients.
- Able to work well under pressure, in emotionally charged situations and handle confrontation politely and professionally while finding a solution.
- Compassion for animals and human beings, commitment to ARL's mission, values, and goals

### **Work Environment:**

- Exposure to odors and airborne particles including animal fur and toxic chemicals
- High levels of noise
- Fast paced and at times stressful, working with emotional clients
- Department Hours of operation between 8am and 8pm seven days a week, flexible work hours will 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 50 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, annual leave, EAP program and a Simple 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.*

I acknowledge that I have read and understood the above job description in its entirety and am capable of performing all of the stated requirements.

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Employee Signature

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Date

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Director of Human Resources Signature

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Date

