**JOB TITLE:** Customer Service Specialist

**REPORTS TO:** Director of Customer Service

**SALARY:** $15/hour plus benefits

**JOB SUMMARY:** Perform administrative functions in support of the CHS mission.

**JOB DUTIES AND RESPONSIBILITIES**

Perform administrative duties for the Executive Director, leadership team and front office that include, but are not limited to:

* Answering and directing phone calls, receiving and distributing mail, organizing and scheduling appointments, planning meetings and taking detailed notes, writing and distributing correspondence, making copies, and developing and maintaining a filing system.
* Answering questions about lost and found animals, processing animal reclaims, completing the process of taking in surrendered and lost animals, and processing the paperwork for end of life services.
* Entering data into databases, processing payments, handling cash, and credit card processing.
* Performing daily audit of receipts/cash and taking deposits to bank.
* Participating on the decision-making committee for selecting animals to move forward in the adoption program.
* Assisting in the preparation of regularly scheduled reports, assisting with organizational administrative functions, and opening and preparing mail.
* Providing general support to visitors and serving as a point of contact for internal and external customers and addressing customer complaints.
* Performing other duties, as assigned.

**REQUIREMENTS AND QUALIFICATIONS**

* Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
* Must be able to work independently with minimal supervision.
* Must have valid driver’s license and be insurable with the organization’s vehicle insurance carrier.

**SKILLS AND QUALIFICATIONS**

* Knowledge of office management systems and procedures, such as MS Office Suite.
* Working knowledge of office equipment, like printers and fax machines.
* Excellent time management skills and the ability to prioritize work.
* Attention to detail and problem-solving skills.
* Excellent written and verbal communication skills.
* Strong organizational skills with the ability to multitask.
* Proficient in computer applications, including relational databases, Microsoft Office, & email.
* Strong sense of professional judgement and ability to maintain confidentiality.

**WORK SCHEDULE**

Must come to work daily and on time, be available with flexibility in schedule changes, and able to work weekends and overtime according to the needs of the organization.