

Auxiliary Receptionist

JOB TITLE: Auxiliary Receptionist

REPORTS TO: Office Manager

HOURS: Part-time, hourly

PAY RANGE: \$12/hour - \$13/hour

JOB SUMMARY:

Under the supervision of the Office Manager, the Auxiliary Receptionist serves as the first point of contact that the public has with the organization and handles routine office and administrative tasks. The Auxiliary Receptionist provides consistently high standards of customer service and organizational skills.

ESSENTIAL JOB RESPONSIBILITIES:

- Checks main phone line voicemail beginning of shift and returns or passes on calls as necessary.
- Answers and fields all phone calls during shift, including checking voicemails throughout the day as necessary.
- Checks email regularly throughout shift and responds in a timely manner, passing along as necessary.
- Pleasantly greets patrons and vendors as they come through the doors, instructing them on visitor rules, shelter policies, and local animal welfare information.
- Assists the public by answering questions and being knowledgeable about RHHS policies and procedures.
- Performs adopter follow-up calls.
- Stocks forms and front office supplies as necessary.
- Assists the Office Manager in maintaining records as necessary.
- Receives customer payments into QuickBooks and safely keeps payments and payment records in the cash drawer.
- Deposits cash, checks, receipts, and other financially sensitive material into safe daily.
- Enters vet appointments, follow-up calls, and other events as instructed into staff calendars.
- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance with safety rules.

- Assists with the low-cost vaccination clinic, with tasks including printing and organizing paperwork, data entry, and directing foot traffic.

ESSENTIAL CUSTOMER AND VOLUNTEER CARE:

- Models and embodies RHHS mission and values in actions and words.
- Serves as a team member by providing prompt, respectful, and knowledgeable service to customers, volunteers, and the general public. Treats the public with empathy and patience.
- Communicates effectively and respectfully to all customers, volunteers, and the public.
- Represents RHHS as a member of the fundraising team, making fundraising asks as directed.
- As needed, engages potential adopters in conversations to determine lifestyle, wants, needs, and motivations for adopting a pet; provides basic information about specific animals and about species/breeds to assist the adopter in choosing the appropriate animal; educates clients on responsible pet ownership and animal care.
- Maintains adopter, relinquisher, donor, vendor, and customer confidentiality.
- As needed, carries out adoption procedures according to the RHHS adoption policies and procedures.
- Helps train new office volunteers. Assists and oversees volunteers working in the front office area.

CLEANING DUTIES:

- Maintains front desk area neat, clean, and free of clutter.
- Stocks front office supplies and notifies Office Manager of supply needs.
- Cleans/disinfects front office area regularly, including lobby chairs, doorknobs, phone, and computer keyboard.

ESSENTIAL RESPONSIBILITIES – OTHER:

- Follows safety guidelines to ensure a safe work environment.
- Complies with RHHS personnel policies.
- Adheres to the RHHS Standard Operating Procedures manual.
- Functions as a cooperative member of the RHHS team and attends regular staff meetings.
- Works in a positive and cooperative manner with volunteers, donors, and staff, recognizing their individual contribution to the success of our organization.

- Reports any maintenance or safety issues of office facilities and equipment immediately to the Office Manager.
- Other duties as assigned.

REQUIRED SKILLS AND TRAITS:

- Must competently use Microsoft Office, including Microsoft Word and Excel; QuickBooks; shelter software; web browsers; and other technology as necessary.
- Must be committed to the mission, vision, policies, and values of RHHS.
- Must be energetic, team-oriented, and quality-improvement minded.
- Must be professional, flexible, and able to handle difficult and sensitive situations with diplomacy and discretion.
- Must understand and respect confidentiality, be assertive, think strategically, be focused, and be customer oriented.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must have strong written and spoken English skills.
- Must perform a variety of light tasks, such as sitting and standing, lifting up to 35 pounds repetitively, typing, writing, answering phones, and filing.
- Must work when and where needed by the organization. Must be willing to work irregular hours, weekends, holidays, and overtime when necessary.
- Must work alone or with minimal supervision. Must be self-motivated.
- Must work under pressure with public audience and have patience and tact when working with difficult, emotional, or angry people and situations.
- Must work safely around unruly, vicious, sick, injured, or dangerous animals.
- Must work in an environment with elevated noise levels.
- Must not have an allergic condition that prevents the employee from performing any essential function of the position, with or without reasonable accommodation.
- Must handle animals as necessary.

Job Type: Part-time

Pay: \$12.00 - \$13.00 per hour

COVID-19 considerations:

To keep our staff and visitors safe, all visits to our shelter are by appointment only, the number of people in the building at one time is limited, and masks are required. Staff members and volunteers regularly clean and sanitize surfaces.

