



**Humane Society**  
FOR SOUTHWEST WASHINGTON

**Position Title: Customer Care Team Lead--Adoptions**

Completing families since 1897; we are committed to enriching the lives of people and pets through serving our community as it changes and grows. Through education, outreach, adoption, events, and support services for families, we're expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

This position requires an individual who strives to provide excellent customer service every day and loves to work with people. This person must be a team builder, both in the Adoption department and with the other teams and volunteers in the shelter work environment. Consider a change working toward a mission that will change you forever! **People + Dogs + Cats**

**Customer Care Team Lead**

The mission of the Customer Care Team Lead on the Adoption Team is to provide leadership and support to the adoption staff as well as enhance the overall adoption experience and level of customer service provided to patrons in a fast-paced adoptions center that completes more than 5,000 adoptions per year.

The Customer Care Team Lead on the Adoption Team is responsible for the training and oversight of adoptions counselors and volunteers, keeping the team updated on new procedures and policies and helping to update SOPs (standard operating procedures), scheduling lunches and breaks for the team, and maintain product inventory numbers for the Retail Pet Store.

The Customer Care Team Lead on the Adoption Team is responsible for the success of all aspects of the adoptions process, including conducting adoptions, providing adoption counseling/animal selection assistance, entering computer data, completing necessary paperwork, selling products in the retail pet store, answering phones and emails, triaging adoption related problems and issues, and checking all daily receipts for errors.

The Customer Care Team Lead on the Adoption Team also serves as the facilitator at the adoption counter, managing the flow of people in the adoption lobby and setting up dog and cat meet and greets.

The Customer Care Team Lead is an FLSA Nonexempt status position with an hourly pay rate starting at \$17.50. Pay increases are analyzed annually and are dependent upon experience, attitude, work ethic,

Updated 4.26.2022 RM

commitment to teamwork, learning ability, skill level core competencies and organizational budget. There are opportunities for growth and pay increases when the lead is cross trained in both the Admissions and Adoptions departments.

### **Benefits**

In addition to serving in an organization with a compassionate and strategic purpose; full time employees currently enjoy health, dental and vision insurance benefits that become effective the first of the month after hire, paid time off that includes floating holidays, matching percentage 401 (k) retirement plan that begins the first of the month after hire and has a 3-year graded vestment schedule, employee assistance program that includes all household member access, Section 125 FSA Cafeteria Plan for out of pocket health and/or dependent day care expenses, numerous employee discounts that include partner organizations and access to affordable life, disability and accidental supplemental insurance.

### **The Ideal Applicant**

- Displays interest, enthusiasm, and an affinity for customer service and working with both animals and the people who love them.
- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and, ideally, a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- Is committed to achieving excellence individually and as a part of the team.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

### **Primary Duties and Responsibilities**

- Provide quality service to customers, volunteers, and staff, recognizing their individual contributions to the success of our organization.
- Assist with the hiring, training and supervising staff, volunteers, and workforce partners to perform essential duties efficiently and effectively.

- Assist Customer Care Supervisor in overseeing and delegating the daily workflow of the adoptions staff, volunteers, and workforce partners.
- Recognize the need of other departments and work to adjust personnel to help when needed.
- Take immediate action to remedy shelter related issues, incidents, or equipment failures.
- Manage the daily flow at the adoption counter, setting up socials, reviewing animal files with adopters, setting up socials and adoptions, and answer customer questions both in person and on the telephone.
- Delegate assignments and adoptions to the team, but also work side by side with team members to complete tasks on the daily checklist.
- Keep appropriate teams informed of animal behavior, and health concerns and maintain accurate computer records.
- Always Represent HSSW in a professional and courteous manner. Provide quality service to customers, volunteers, workforce partners and fellow employees, recognizing their individual contribution to the overall success of our organization.
- Follow, teach, and enforce all safety guidelines to ensure a safe work environment. Take immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, workforce partner, client, animal, or the organization at risk.
- Monitor staff breaks and lunches to ensure that team is taking appropriate rest periods.
- Perform other duties and special projects as assigned.

### **Required Attributes**

- Must have excellent interpersonal, communication and leadership skills
- Must be committed to maintaining the integrity of the HSSW's mission and goals
- Must be able to engage professionally and competently with community partners, volunteers, potential donors, and the public.
- Must communicate effectively in written and oral form and possess the knowledge, skills, and ability to present complex information to a variety of audiences.
- Must have a high level of integrity and maturity to handle sensitive and confidential situations.
- Show the ability to thrive in a fast-paced environment with a flexible approach to problem-solving.
- Work well on teams and display a commitment to collaboration with a sincere interest in helping others succeed.

### **Required Qualifications**

- Must possess a valid driver's license and HSSW insurable driving record.

## **HSSW Culture**

**Vision:** A community where everyone loves and cares for animals.

**Mission:** Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

**Values:** Compassion. Collaboration. Excellence. Service. Integrity.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value, we recognize that everyone can lead by setting an example of excellence, attitude, service, teamwork & collaboration.

### **Physical Demands and Working Conditions:**

The Customer Care Team Lead/Adoptions must be able to speak to customers, stand, walk, sit, talk and hear, stoop, bend, squat, kneel, stretch, grasp and grip, put fingers together firmly and reach above and below shoulder level and lift, push or pull 25-50 pounds for situations of setting up for events and moving supplies/materials, and be able to perform physical work: scrubbing, mopping, bending, lifting, walking and standing for up to 10 hours per day, repetitively use hands to operate computers; use computer keyboard for extensive periods of time, flex the neck upward and downward; twist the neck and the waist. Reasonable accommodations may be made for enable individuals with disabilities to perform the essential functions.

Work is performed in a standard office environment, with exposure to environmental conditions that include working near animals. Primary workplace is at an animal shelter that operates 7 days per week, with potential exposure to fractious animals; high noise levels; zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. **HSSW participates in E-Verify.***

If you feel you are the ideal candidate and you meet the qualifications for this position, please submit application by email to [jobs@southwesthumane.org](mailto:jobs@southwesthumane.org) with your first and last name in the subject line followed by "Customer Care Team Lead". If you prefer you may place your application in an envelope to

mail or hand deliver. Please label Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192<sup>nd</sup> Ave, Vancouver, WA 98684. You can find the link to our application here on our website

<https://southwesthumane.org/contact-us/careers/>

*Current HSSW staff will be required to submit an interdepartmental application.*