

# **Coulee Region Humane Society, Inc.**

## **JOB DESCRIPTION**

Title: Customer Relations Associate  
Reports to: Customer Relations Manager  
Exempt Status: Hourly

## **PURPOSE OF THE JOB**

To provide exceptional support to all internal and external customers, to assist in providing office support, and to instill a favorable first impression to all Coulee Region Humane Society, Inc. (CRHS) customers as this position tends to be their first encounter. To support the mission of CRHS.

## **JOB RESPONSIBILITIES**

- Greet all customers in a friendly, welcoming manner.
- Provide assistance to all internal and external customers by determining their need and directing them in the appropriate manner.
- Create and maintain records with a high level of accuracy.
- Responsible for all steps in the adoption process including but not limited to:
  - Answering questions about animals available for adoption (or directing to an employee that can).
  - Completing adoption applications.
  - Assist with processing applications (land lord checks, vet history, ensuring they are filled out completely, and assisting with additional information that may be needed).
  - Assist with application follow-up for applications in which we have not heard from the applicant.
  - Completion of adoption contract and all supplemental forms.
  - Ensure satisfactory answers are provided to all adopter's questions and/or concerns about the adoption process and their contract obligations.
- Responsible for all steps in the surrender process including, but not limited to:
  - The ability to thoroughly explain the surrender process prior to actually surrendering an animal (including our challenges and reality of not being able to place all animals, efforts to work with rescue, and our evaluation process).
  - Completing both pre-surrender and surrender paperwork.
  - Ensure satisfactory answers are provided to all questions and/or concerns about surrendering an animal.
- Responsible for all steps in the redemption process including, but not limited to:
  - The ability to thoroughly explain what is required to redeem an animal and why it is required.
  - Ensuring all requirements to redeem an animal are obtained before releasing an animal.
  - Completing all redemption paperwork.
- Assist with Animal Control, Protection and Rescue calls in La Crosse County and dispatching officers.
- Assist with office work as needed.
- Promote responsible companion animal (pet) ownership.
- All other duties as assigned.

## **QUALIFICATIONS**

- High School Diploma, equivalent, or degree in progress.
- Pleasant, professional, public image.
- Able to work with limited supervision.
- Computer literate and ability to operate office equipment.
- Excellent oral, written and organizational skills with attention to detail.
- Able to work flexible hours, which includes weekends.
- Passion for issues relating to animal welfare.
- Annual health examination required for each employee-owned cat or dog.
- Current rabies and distemper vaccinations, as advised by a veterinarian, for each employee-owned cat or dog.
- Current annual dog or cat license, if required by the employee's municipality of residence, for each employee-owned cat or dog.

## **WORK ENVIRONMENT**

- Working conditions include:
  - Possible exposure to dangerous, diseased, frightened and injured animals.
  - Possible exposure to potentially harmful chemicals and drugs.
- Emotional demands include:
  - Euthanasia.
  - Animal abuse.
  - Animal neglect.

## **PHYSICAL REQUIREMENTS**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision requirements in close vision and the ability to adjust focus.