

Job Title: Customer Care Technician

Regular Full Time

Range Minimum: \$10.46/hour

Non-Exempt Position

Opening Date: October 23, 2009

Closing Date:

(Open until filled)

PRIMARY RESPONSIBILITIES:

- Counsels and educates potential adopters and patrons regarding responsible pet ownership.
- Receives animals from the public and gathers information about the animals in order to facilitate appropriate placement.
- Operates telephone system and answers incoming calls about the League's programs and services.
- Assists with and/or performs euthanasia on a rotating basis.
- Utilizes Chameleon computer program to enter data, monitor status and availability of animals in our care.
- Maintains a clean and safe environment for the animals and the public at all times.
- Assists with/performs euthanasia on a rotating basis.

EDUCATION/EXPERIENCE REQUIREMENTS:

- H.S. diploma or equivalent.
- Six months customer service skills in an office or retail business setting.
- Excellent interpersonal communication skills.
- Computer literate in a Windows environment.
- Prior experience conducting and recording financial transactions.
- Ability to communicate effectively orally and in writing.
- General knowledge of animal welfare preferred.
- **WEEKEND AVAILABILITY IS A MUST**

WORKING CONDITIONS:

Requires handling of animals and exposure to fumes from cleaning chemicals. Subject to animal bites and scratches. Requires stooping, bending and lifting up to 75 lbs. with reasonable accommodations. Required to wear safety shoes and League uniforms at all times. Will be asked to perform overtime as needed.

This position 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 complete 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.

HOW TO APPLY FOR THIS POSITION:

Current Employees: Submit a copy of current resume and "Application for Job Vacancy" form available from the Administration receptionist desk or in HR Online. **Employee applications submitted without supervisor/manager signature will not be accepted.**

All Other Applicants: Apply online at http://www.ddfl.org/help_wanted.htm or email resume to hr@ddfl.org