



VACANCY ANNOUNCEMENT

Job Title: Customer Care Manager
\$1654/biweekly – commensurate w/
Range Minimum: experience

Regular Full Time

Exempt Position

Opening Date: January 18, 2010 **Closing Date:** February 19, 2010 (Open until filled)

PRIMARY RESPONSIBILITIES:

- Manages the daily customer service operations of the Quebec Shelter facility for the professional handling of all customer service matters.
- Oversees the professionalism and efficiency of the adoptions, Sit Stay Shop, Adoption Options, customer service, pet intake, and private cremation programs. Assists Development and patrons with Memorial Garden requests.
- Manages, trains, coaches and develops staff and volunteers to accomplish the future plans and goals.
- Prepares and monitors departmental budgets in relation to annual budget. Maintains and monitors procedures in accordance with OSHA and PACFA regulations.
- Performs euthanasia on a regular rotating basis.

EDUCATION/EXPERIENCE REQUIREMENTS:

- Bachelor's degree in business or related field or minimum 3 years management experience in a retail/business or animal welfare setting.
- Computer literate in a Windows environment.
- Excellent interpersonal communication skills.
- Proven ability to solve problems and make effective decisions; effective organizational, budgeting and planning skills.
- Demonstrated effective oral and written communication skills.

WORKING CONDITIONS:

Works in an area with a high noise level. Frequent exposure to and/or handling of industrial cleaning supplies, animals and controlled substances. Occasional lifting up to 75 lb. with reasonable accommodations. Frequent walking, bending and stooping in kennel areas. Subject to animal bites and scratches.

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