

Humane Society of Skagit Valley

Job Description



Job Title: Clerical Receptionist Assistant

Work Location: HSSV - 18841 Kelleher Road, Burlington, Washington, 98233

Reports to: Operations Manager

Supervises: None

Full-time Part-time

Exempt Nonexempt

Essential Duties and Responsibilities:

Performs general office clerical work in support of department operations. The work involves providing general office support and customer service such as telephone and visitor receptionist, typing and data entry, relaying information related to lost and found services, animal surrenders, animal adoptions, and other general office clerical tasks.

- Provide excellent customer service, demonstrating courtesy, kindness, and patience in a professional manner
- Take reports from the public, prepare adoption paperwork, and provide information to the public
- Process information by keying data into computer databases and other computerized record systems; codes and verifies data; updates, edits and corrects data files; produces computer printouts.
- Maintain manual and/or automated financial daily records of daily transactions, ensure confidentiality of files and records, use discretion in controlling access to and release of information.
- Produce a variety of documents such as letters, adoption contracts, animal reclaims, and reports
- Proof and edits materials for accuracy of grammar, spelling, punctuation and format and makes corrections; ensure adherence to established style guides and formats
- Communicate with the public and with external entities to arrange schedules, meetings and relay or obtain information; follow up as appropriate
- Receive and assist visitors to the office; query visitors and direct them to appropriate staff or areas of the shelter.
- Be familiar with animals available for adoption, and assist the public and volunteers with appropriate adoption choices in a safe, courteous and responsive manner.
- Schedule appointments for variety of subject matters relating to reclamation of animals, adoptions, and surrenders
- Operate multi-line telephone; receiving, screening, and referring telephone calls; query callers and transfer or refer calls to appropriate staff or other agencies
- Update and maintain internal and web-based incoming Adoption Applications, lost and found information/web sites.
- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures

Education and/or Work Experience Requirements: (Note: Any acceptable combination of education, training and experience that provides the below knowledge, abilities and skills may be substituted on a full-time year for year basis.)

- Six months of general clerical experience
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers, volunteers, and staff as well as the ability to take instruction effectively
- Excellent computer proficiency (MS Office – Word, Excel, Email, and Internet-based programs)
- Must be able to work under pressure in a fast-paced environment, practice good time management, be able to multi-task, and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- High school diploma or GED required
- Valid driver's license required
- Bilingual in English and Spanish preferred

Physical Requirements:

Work is performed constantly in an animal shelter that operates seven days per week with exposure to animals - including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and a variety of cleaning agents.

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Although this position is mostly sedentary, performed in office surroundings, employee must still be able to lift and carry up to 50 lbs., stand for long periods of time, climb stairs, bend, reach, hold, grasp & turn objects, and use fingers to operate computer keyboards and calculators
- Must be able to talk, listen and speak clearly with other parties both on telephone and in person as well as be able to use normal or aided vision and hearing.

Print Employee Name:

Employee signature:

Date: