**POSITION: Intake Specialist**

**REPORTS TO: Intake Manager**

**JOB SUMMARY:** Provide high quality customer service to good Samaritans, pet owners and animal control officers. Perform initial exam and administer vaccinations to all incoming animals. Create and maintain accurate records of all incoming animals.

**VISION:** To create a welcoming and engaging culture of customer service that assists a wide variety of customers and animals.

**INTRODUCTION:** Do you love animals? OK, we know the answer to that, but do you love humans? Like, all kinds of humans, even if they aren’t just like you? If the answer is yes, keep reading!

Young-Williams is looking for an outgoing, ultra-helpful, multi-tasking superstar to join our intake team. If the following describes you, we want you to apply!

* You have amazing people skills. We’re not just talking “some customer service experience”, you’re a compassionate “people person” who truly enjoys making customers, volunteers and staff feel welcome, valued and important.
* You’re in your element when you’re helping and teaching, and you do it without judgement or condescension
* You’re the consummate team player and your coworkers can’t stand the thought of working on a day you aren’t there
* You are a multi-tasker extraordinaire who can do a variety of things well at the same time, and make good decisions when managing competing priorities
* You’re helpful and kind, and always advocating for your customers, coworkers, volunteers and of course, the animals
* You’re open to new ideas, comfortable with change and endlessly optimistic
* You can follow directions but aren’t afraid to ask for help when you are out of your comfort zone
* You excel at finding creative solutions that make everyone happy, even in challenging or delicate situations

**Responsibilities and Duties**

**Customer Service:**

* Greet and assist all visitors in a professional, warm and positive manner
* Answer phones and e-mail in a timely manner with helpful and clear information
* For every found pet brought to the shelter, think “lost”, not “stray” and practice proactive pet recovery methods to reconnect people and lost pets.
* Work closely with animal control officers
* Assist customers inquiring about pet surrender with empathy and compassion, not judgement, and partner with them to find the best solution for their situation.
* Educate the public about a wide variety of animal care topics in a way that makes them feel heard and respected
* Provide lost pet tours and helpful information about lost pet recovery

**Animal Care**:

* Perform intake health exam on all incoming animals, administer vaccines, deworming and flea preventative
* Cleaning temporary animal housing areas
* Feed and water temporary housing areas on a daily basis, while monitoring physical condition and the behavior of each animal
* Report the need for veterinary intervention of sick or injured animals
* Safe and humane handling and movement of incoming animals of all temperaments
* Humane euthanasia of gravely ill or injured, or unsafe animals (training and certification will be provided. YWAC does not euthanize healthy animals for time or space)

**Administrative:**

* Ensure that paperwork and records are entered thoroughly and accurately into the data base
* Reunite lost pets with owners by tracking down, following through on and documenting all leads available
* Financial transactions

**Qualifications and Skills**

Required

* Positive, optimistic outlook
* High school diploma or equivalent
* Minimum 5 years customer service experience
* Minimum 2 years professional or volunteer animal experience
* Proven ability to handle multiple tasks in a busy workplace environment
* Experienced and comfortable working with a database
* Willingness to attain certification as a euthanasia technician within the first six months of employment (provided by Young-Williams)

Preferred

* Social services experience (professional or volunteer)

Job Type: Full-time