

Nevada Humane Society Job Description

Customer Service & Animal Care Associate

- Managing routine duties as well as special projects, taking messages, forwarding and dispatching calls, greeting visitors.
- Maintaining files and logs, generating reports, sorting and dispersing mail.
- Filing, copying and collating documents.
- Promoting a humane and caring attitude toward all animals.
- Maintaining a friendly demeanor and providing good customer service while facilitating and assisting with adoptions.
- Doing laundry, dishes, washing windows, cleaning and mopping public areas as needed.
- Providing a healthy, safe, clean and pleasant environment and facilities for the animals and the public.
- Socializing and grooming animals.
- Assisting in feeding animals and cleaning small cages if required.
- Treating all animals humanely, properly, and with compassion at all times, regardless of the situation.
- Working courteously and cooperatively with other staff members.
- Stocking supplies.
- Filling in for other areas and performing other tasks/functions as needed, including helping out at special events.
- Completing other tasks as requested by Shelter managers and/or Director.

Specific Job Skills:

Good interpersonal, communication, customer service, and time management skills are essential for this position.

Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place.

Ability and initiative, good team player.

Maturity, good judgment and a professional personal appearance.

Ability to read, write and understand English is required.

Highly organized and able to multi-task while maintaining a high quality of work.

Flexible and enjoys handling a variety of tasks.

High level of accuracy with data entry and strong computer skills, able to learn new programs quickly.

Strong interpersonal skills—outgoing, courteous, patient, professional, and able to get along well with variety of people.

Strong written communication skills and Proficiency in Microsoft Windows and Office applications.

Educational Requirements: High school graduation, plus two years of public contact work or volunteer experience.

Availability: NHS is open seven days a week. Availability to work weekends, evenings, holidays and overtime if needed is a must.

Hours: 40 hours per week. Daily reporting hours and days of the week may vary according to the needs of the department schedule. Includes weekend, night and holiday work.

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer.

Annual Salary Range: Competitive salary and benefits.

We want to make employees aware that from time to time we euthanize animals who are sick or injured. Also, from time to time we need to end the life of a dog who has displayed aggressive tendencies and who poses a risk to public safety or to the safety of other animals.