BRIGHTSIDE
ANIMAL CENTER

Job Title: Front Desk Associate

Reports to: Assistant Director

Job Summary:

The Front Desk Associate is generally the first person that BrightSide patrons interact with, be it in person, on the phone, or by email. They are responsible for ensuring our guests have a great experience in these interactions whether they're adopting a pet, reaching out for help, or hoping to learn more about BrightSide. The ideal candidate will love working with people and will be passionate about all aspects of BrightSide's mission to create a brighter future for pets and people. The FDA is a part-time or full-time hourly position.

Supervisory Responsibilities:

- Indirect - Front Desk Volunteers

Duties/Responsibilities:

- Politely greet, assist, and educate BrightSide guests when they enter the shelter.
- Answer phone calls and emails in a professional, friendly, and helpful manner.
- Direct in-person guests, calls, and emails to the appropriate person or department.
- Oversee Front Desk Volunteers, engage them in front desk activities, and guide them in their continued education on BrightSide programming.
- Assist with facilitating meet & greets for dogs and cats as needed.
- Serve as one of the primary administrators of adoptions along with Shelter Coordinator and Shelter Director.
- Ensure all animals have updated adoption signage and kennels cards by creating, updating, and displaying on a daily basis.
- Assist with enrichment activities for both dogs and cats.
- Oversee Pet Food Bank supply, stocking, administration, and tracking.
- Assist with other administrative tasks or shelter projects as needed or assigned.
- Assist with shelter software administration as needed.
- Assist with animal care and cleaning tasks as needed.
- Assist with other program operations as needed.

Required Skills/Abilities:

- Affection for all animals, concern for their welfare.
- Willingness and ability to learn new things quickly, strong problem-solving skills, ability to find unique solutions to generate success.
- Self-directed, works well with minimal supervision and direction and ability to follow through and meet deadlines.

- Strong interpersonal skills: Outgoing, personable, professional, and ability to communicate successfully and get along with a variety of people. Ability to remain pleasant and calm in high stress situations and ability to turn people down firmly, when necessary, without becoming aggressive or unpleasant.
- Excellent written and oral communications skills, able to set goals, plan and carry out projects.
- Ability to manage multiple tasks and embrace change. Strong organizational skills.
- Comfortable and proficient with computer technology (proficiency with Windows, Word, and Excel), ease at working with databases, programming ability not required.

Education and Experience:

- High School Diploma or GED required.
- Customer service experience preferred.
- Fear Free Certification required within 30 days of employment.
- Experience in animal sheltering and familiarity with animal welfare issues are a plus.

Physical Requirements:

- For most of the shift essential duties include standing, walking, sitting, talking, hearing, listening, stooping, bending, squatting, kneeling, stretching, grasping, and gripping, putting fingers together firmly, reaching above and below shoulder level, flexing the neck upward and downward, twisting the neck and the waist.
- Ability to work with and around animals which includes working with and around diseased, injured and/or fractious animals, loud noises, chlorine and other chemicals, and inclement weather.
- Allergic conditions which would be aggravated when handling or working with animals may be a disqualification.

Compensation:

- The starting hourly rate is $17/hr.