



## Job Description for Front Office Clerk

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Position Title:** Front Office Clerk- Reception

**Reports To:** Director of Client Services

**EEOC Category:** Office and Administrative Support Workers

**Working Hours:**

**Work Week Hours:**

**Key#:** 3

**Pay Rate:** \_\_\_\_\_  Hourly  Monthly  Exempt  Non-Exempt

### Summary of Duties:

Under the general supervision of the Director of Client Services, the Front Office Clerk- Receptionist is responsible for assisting with animal intake and receiving procedures at AFV which includes entering animal and customer data into the Shelter Pro system, counseling owners on alternatives to surrendering their pets, assisting with financial data and reporting, processing monetary transactions, keeping precise records and providing courteous and professional customer service both personally and via telephone, and maintaining a daily animal count (census) as well as donation records.

### Essential Functions:

#### *People Care:*

- Provide professional service to customers, visitors and volunteers while promoting and educating the public on the organization's mission, services, programs and activities.
- Assist pet owners with possible alternatives to surrendering their pets to the animal shelter.
- Answer telephone calls with courtesy and return messages promptly, providing accurate and detailed information.
- Direct visitors and customers to the appropriate areas of the facility
- Provide compassion and memorial options to customers who request euthanasia of their beloved pets.
- Provide information and education via return email to inquiries concerning shelter and animal policies.
- Model and encourage the humane treatment of animals.
- Accept and acknowledge the receipt of donations and gifts from members of the public and other organizations.



- Work cooperatively with other shelters, rescue groups and members of their organizations.
- Represent the organization in a positive manner by maintaining a professional appearance.

#### ***Record Keeping:***

- Complete accurate and expedient data entry for all animal intakes and outcomes and provide the Receiving staff with all required documentation.
- Maintain neat and organized files related to animal information and outcomes.
- Update animal profiles and memos routinely and accurately to provide the best possible information for receiving staff.

#### ***Financial Responsibility***

- Responsible for assisting with incoming financial transactions.
- Responsible for assisting with daily closing and balancing of cash drawer
- Responsible for documentation and review of all financial transactions

#### ***Facility Care***

- Ensure that the Receiving Office, work stations and equipment are kept clean, organized, and in working order.
- Restock supplies as needed.
- Accept responsibility for overall facility care by removing trash and debris throughout the facility as noticed.
- Adhere to organizational guidelines and policies for cleaning, disinfection and disease control.

#### ***Animal Care***

- Adhere to organizational policies regarding animal care.
- Report all health and behavior concerns to the Shelter Management or proper personnel.

#### ***Safety***

- Follow all organizational safety guidelines.

#### **Qualifications and Certifications and/or Education**

- Valid California Class "C" driver's license
- High School or GED
- Clerical office experience which include customer service and bookkeeping, accounting or a closely related field preferred
- Strong computer knowledge of database programs



**In Addition to Qualifications and Certifications and/or Education:**

**Knowledge of:**

- AFV policy and procedures
- Animal breeds and behavior is helpful.
- Geographical area
- Office equipment
- Strong computer skills in a Microsoft Windows environment is preferred.
- Adoption/redemption procedures
- Resources
- Office supplies
- Appropriate forms
- Organizational structures

**Ability to:**

- Read and write English
- Speak read and write Spanish is preferred,
- Operate office equipment
- Read a map
- Follow written/oral instructions
- Provide exceptional customer service
- Operate calculator
- Basic mathematical
- Use a Computer
- Use a Telephone
- Have Clerical Skills
- Have Analytical Skills
- Commit to the mission, values, goals and successes of AFV
- Highly motivated, outgoing, polite and professional manner
- Team player, able to work in a fast paced, multi-tasking environment.
- Compassion for animals, comfortable working with and around animals in the shelter environment and willing to accommodate animals in the workplace
- Communicate effectively, strong interpersonal skills and adaptability

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**Working Conditions:**

**Environmental Conditions:**



Primarily in an office environment, however must be patient and tolerant of loud environments (barking), humidity, dog waste, odor and hair. Will have possible daily use of protective clothing and equipment. Physical effort is required to lift/carry animals and equipment of 50 lbs. or more with assistance. Exposed to potentially sick and dangerous animals. Use of protective equipment at times. Exposure to zoonotic diseases. Subject to possibility for animal bites and scratches.

**Physical Conditions:**

- Frequent:
- bending,
- reaching,
- kneeling
- walking,
- Sitting at a computer workstation up to eight hours.
- Lift/drag/carry 50 lbs.
- Lift/ drag /carry above 50lbs., with a buddy.
- Stand for long periods

**Work Attire:**

- In accordance with AFV dress code policy.

**Work Assignment:**

- Available to accommodate a flexible work schedule including weekends, evening and some holidays.

**Direct Reports:**

This is a non-supervisory role.

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**This job description is subject to revision at any time.**

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**Employee Signature**

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**Date**

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**Supervisor Signature**

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**Date**