



Elmbrook Humane Society, Inc.

JOB DESCRIPTION

Title: Customer Relations Manager

Reports to: Executive Director

Exempt Status: Exempt

PURPOSE OF JOB:

To serve as the team leader who is responsible for the overall customer experience at Elmbrook Humane Society (EBHS). To oversee entry of data in PetPoint and assist with entry into Donor Snap. To provide supervision and training to customer relations staff. To collaborate on the creation and implementation of organizational policies and procedures. To maintain a commitment to the philosophies and policies of EBHS in the performance of his/her duties and respect the dignity and basic rights of each animal. To support the mission of EBHS.

JOB RESPONSIBILITIES:

- Responsible for answering phones and greeting the public. Serves as a public liaison to the organization and relate effectively to the public and staff in a positive and professional manner.
- Train, supervise, and schedule customer relations associates.
- Foster Care Program:
 1. Maintain foster volunteer database.
 2. Assist with recruitment of foster volunteers.
 3. In collaboration with the Director of Animal Care and Field Services and animal care team, secure foster home volunteers for animals in need of foster care.
 4. Manage the communication with foster homes.
 5. Manage the appointments and returns, including obtaining information about fosters while in foster care, of all foster animals.
- Oversee the EBHS store including maintaining adequate stock, seeking out desired stock from customers and staff, ensuring invoices are correct when received, and the store is clean, tidy, and welcoming.
- Manage front office equipment maintenance, maintain adequate office supply inventory, maintain adequate customer relations forms and supplies, and ensure lobby area is clean and welcoming.
- Manage and increase the effectiveness and efficiency of shelter front office operations through improvements to each function as well as coordination and communication between support and business functions.
- Plan, organize, coordinate, assign, and evaluate the work of assigned staff; provide guidance and training to same.



- Develop and implement customer relations procedures, routines, and filing systems as necessary; assess efficiency of department procedures and recommend changes to Executive Director; implement new or revised procedures to increase department efficiency and effectiveness.
- Provide information on departmental services and programs to the public and staff; interpret policies and explain procedures; collect fees, provide copies of published materials, resolve conflicts and problems.
- Compile data from a variety of sources and prepare reports as directed. May involve statistical calculations and tabulations in accordance with established formulas.
- Maintain follow-up system on reports or actions that are required on a periodic basis.
- Create an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- All other duties as assigned.

QUALIFICATIONS

- Capable of working in an environment where animals are constantly present.
- Proven leadership and strategic qualities to develop and manage a staff, foster a team environment, establish effective, collaborative working relationships with staff, volunteers and the public, and to direct day-to-day activities and operations.
- Minimum of two years' experience in an animal related field, i.e. humane society, veterinary clinic preferred.
- Commitment to EBHS Core Values:
 - Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.
 - Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.
 - Collaborative. Working together to accomplish more.
 - Integrity. Doing what is right even when no one is watching and setting the best example when they are.
 - Respect. Recognizing the differences of and being kind to all animals and people.
- Organized, innovative and independent, with a “can do” attitude.
- Maneuver through complex situations effectively; demonstrates sensitivity in handling difficult and emotional situations; tolerant with people and personalities.
- Professional public image.
- Ability to work in a fast paced often changing, chaotic, and loud environment with minimal supervision.
- Able to work flexible hours, which will include evenings, weekends, and holidays.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- Valid Driver's License.



- Passion for issues relating to animal welfare.

WORK ENVIRONMENT

- Physical demands include:
 - lifting and moving animals and cages.
 - frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals, and operation of motor vehicle.
- Working conditions include:
 - possible exposure to dangerous, diseased, frightened, and injured animals.
 - possible exposure to potentially harmful chemicals and drugs.
 - working with strong cleaning agents on wet surfaces.
 - indoor and outdoor work in all weather conditions.
- Emotional demands include possible exposure to:
 - euthanasia.
 - animal abuse.
 - animal neglect.

Elmbrook Humane Society is an Equal Opportunity Employer.