



JOB DESCRIPTION

Title: Office

Supervised by: Director of Operations\Adoptions Manager

Staff: Part Time, Non-Exempt

Organization

Friends for Animals of Metro Detroit (FAMD) is dedicated to the rescue, protection, and adoption of companion animals in need while inspiring the human-animal bond.

As animal advocates, we are committed to:

- Saving 100% of healthy and treatable animals.
- Providing high-quality animal care and adoption services.
- Delivering innovative outreach programs and activities that promote education.
- Promoting animal welfare legislation.
- Embracing environmental responsibility with earth-friendly practices and facilities.

Summary

Performs office and adoption or admissions support duties for Friends for Animals of Metro Detroit which provides animal sheltering services to the city of Dearborn. The work involves interacting with the public and other visitors to the shelter, animal intake and adoptions, data entry, record keeping and performing related office duties. Workers carry out daily assignments, follow through on matters, and use independent judgment and training to take appropriate actions to deal with standard recurring situations. Responsibilities will vary on the current needs of the shelter.

Essential job functions

- Answer incoming calls from the public and assist customers with specific inquiries.
- Field questions from the public regarding Friends services, animals, fees, website information and other requests.
- Reply to customer inquiries in a courteous, efficient and professional manner, providing a high level of personalized customer service.
- Receive incoming animals and process intake information.
- Dispatch Animal Control calls.
- Adoption counseling: process adoption applications, prepare and finalize adoption contracts.
- Handle money transactions and follow proper receipt protocol.
- Respond to all email requests and voicemails by end of day.
- Maintain and prepare daily reports.
- Input data and maintain accuracy.
- Assist in daily cleaning and maintenance of office/lobby/restroom areas.
- Ability to keep information confidential.
- Responsible for timely and accurate record keeping on animal adoptions in the shelter database (ASM)
- Follows all FAMD policies and protocols.
- Performs additional tasks as required.

Knowledge, Abilities and Skills

- Strong telephone communication and interpersonal skills.
- Computer skills including email, MS Office, and Shelter Management software.
- Effective verbal and written communication.
- Organize, prioritize and complete multiple tasks.
- Set and meet established deadlines.
- Work autonomously and perform well under pressure.
- Detail-oriented and resourceful.
- Ability to work in a fast-paced environment, maintaining energy through oftentimes, repetitive tasks.

Requirements

Must be at least 18 years of age.

Must be able to work week days, weekends and some holidays.

Experience

Animal handling experience preferred but not required.

Licenses/Certificates

None

Special Requirements

None

Physical Demands

The work is performed in office and shelter surroundings. Typical positions require workers to walk or stand for long periods; lift and carry up to 50 pounds; climb stairs, bend, reach, hold, grasp and turn objects; and use fingers to operate computer keyboards. The work requires the ability to speak normally and to use normal or aided vision and hearing.

Other Factors

Worker is subject to working on weekends. Employee may have to work outside in a variety of weather conditions.

Supervises

None