



pasadena humane society & spca

Placement and Customer Care Assistant

FSLA Classification

Part-Time, Non-Exempt, Tier 7

REPORTS TO: Director of Placement and Customer Care

DIVISION: Operations

DEPARTMENT: Placement and Customer Care

PROGRAM: Placement and Customer Care

JOB DESCRIPTION

Summary/Objective

The Placement and Customer Care Assistant at the Pasadena Humane Society & SPCA (PHS) works with the customer service, alternative placement and adoptions departments to provide assistance with placement of animals.

Supervisory Responsibilities: None

Job Duties and Responsibilities:

As assigned, work in all aspects of the Placement and Customer Care Department as assigned by supervisor.

Assist Alternative Placement Programs (Foster Care and Transfer):

- Provide care for kittens in foster room.
- Maintain inventory and supplies.
- Prepare supplies for foster families and coordinate distribution of those supplies
- Assist foster volunteers with initial vaccination appointments and continued animal needs. Schedule vaccine.
- Meet with foster families and transfer groups during pickup and drop off of animals.
- Assist transfer program with on-boarding of new animals as assigned.

Assist Adoptions Program:

- Conduct customer-focused and educational-based conversations with members of the public to match them with animals available for adoption, as assigned. Facilitate the process of adopting a pet when assigned.
- Provide customers with information about animals they are interested in including behavior, age, breed, sex, medical and about PHS policies and programs and animal welfare.
- Socialize animals with potential adopters and other animals as appropriate.
- Assist the transfer, foster, employ-a-cat and mobile programs as needed and assigned.
- Identify and document animal care, behavior and health needs and report to the appropriate department.



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- Work with Animal Care Department care department to ensure the highest standards of day to day care.
- Maintain documentation and record keeping for adoptions and care as required.
- Participate in organizational special events and other departmental activities as assigned.
- Ensure safe and humane animal handling at all times.
- Actively participate in creating a safety culture for PHS.

Assist Department:

- Respond to email, phone, web or in-person inquiries regarding placement programs.
- Answer questions and provide educational information using great customer service techniques to assist customers with pet ownership needs and to guide them to PHS programs, services, and collateral.
- Promote a positive relationship with the general public, volunteers and fellow staff while promoting all PHS programs, policies and philosophies. Proactively address customer needs and ensure a high quality of customer care is given.
- Assist volunteers and support trainings in the placement and customer care program.
- Represent PHS at outside meetings, liaison with other organizations and contractors/partners as needed.
- Perform duties and offer support of the front desk customer care program as assigned.
- Maintaining records and information.
- Perform other duties as assigned.

Requirements and Qualifications

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect and courtesy, and refrain from abusive, insubordinate and/or violent behavior.

Skills and Qualifications

- Must be compassionate and have the ability to work well with animals and people.
- Must have a positive attitude when problems arise is essential.
- Must have good verbal and written communication skills.
- Minimum education of high school graduate (or GED/proficiency certificate).
- Must be at least 18 years of age at the time of appointment.
- Outgoing customer service oriented person.
- Tactful and considerate of adopters and co-workers.
- Excellent knowledge of dog, cat, rabbit, and other pet breed characteristics, temperament, training, and handling is a must.
- Computer literate.



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Work Schedule

Daytime position with weekends required.

Working Conditions

Exposure to numerous animals including those with uncertain dispositions. 50% of work day is outdoors in all weather. Ability to physically manage animals of all sizes required.

PHS prohibits discrimination against or harassment of any person employed by or seeking employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work" status.