



pasadena humane society & spca

Shelter Shop Associate

FLSA Classification
Full Time, Non-Exempt

REPORTS TO: Social Enterprise Coordinator

DIVISION: Development

DEPARTMENT: Social Enterprise

PROGRAM: Shelter Store

JOB DESCRIPTION

SUMMARY/OBJECTIVE

Provide knowledgeable customer service in the shelter's retail store and assist in canine boarding and care.

SUPERVISORY RESPONSIBILITIES: None.

JOB DUTIES AND RESPONSIBILITIES

- Greet customers and ascertain what each customer wants or needs.
- Interact with staff, other departments and volunteers.
- Open and close store.
- Handle cash register, ring up customers, perform tasks such as entering discounts, counting money, balancing cash drawer, and making deposits.
- Mark, arrange and display merchandise to promote sales.
- Clean store, shelves, counters, floors and tables.
- Describe merchandise and answer questions regarding the store and its products.
- Must be able to periodically fill in with playtime and walk services with boarded dogs.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promote positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Address customer complaints.
- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.
- Work as a team member with other departmental managers.
- Represent PHS at outside meetings, act as a liaison with other organizations and contractors/partners as needed. Make presentations and speak publically about PHS.
- Perform other duties as assigned.



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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, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.
- Must have valid driver's license with a satisfactory driving record.

SKILLS AND QUALIFICATIONS

- Retail or customer service experience required.
- Pet store experience or knowledge of pet products is a plus.
- Must have a positive attitude, be professional and courteous.
- Must be able to multitask.
- Ability to work well with the public and volunteers.
- Proficient in computer applications, including the shelter system, Microsoft suite and email.
- Strong sense of professional judgment and ability to maintain confidentiality.

WORK SCHEDULE

- Must come to work regularly and on time. Must be available for early hours. Must be able to work early hours according to the needs of the department schedule, including weekends and holidays.

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.



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The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.