



pasadena humane society & spca

Wellness Clinic Assistant

FLSA Classification
Part Time, Non-Exempt

REPORTS TO: Wellness Clinic Manager

DIVISION: Operations

DEPARTMENT: Veterinary Health

PROGRAM: SNIP/Wellness

Summary/Objective

The Wellness Clinic Assistant is the first point of contact for members of the public. Their role is to assist clients with general inquiries and provide information about programs, services and responsible pet ownership. They do this by answering the phones, assisting at the spay and neuter wellness clinic program, performing data entry, processing paperwork, and providing excellent customer service.

Supervisory Responsibilities: None.

Job Duties and Responsibilities:

- Handle day-to-day front desk operations and administrative duties for the public spay/neuter clinic.
- Prepare daily surgery paper work and enter patient data.
- Check animals in and out of the clinic for surgery, including financial transactions.
- Schedule appointments for both public spay/neuter program and wellness clinics. This requires keeping up with phone requests, messages and emails.
- Provide information about Wellness Clinic programs, including public spay/neuter, wellness clinics, and feral cat trap, neuter and release program.
- Act as reception and provide excellent customer service for all clients and vendors in the lobbies and throughout the building. Direct visitors to the appropriate party or location and answer general inquiries.
- Answer general phone line and assist callers or direct to the appropriate party. Proactively educate and support callers by providing information about programs and responsible pet ownership.
- Work with clients bringing in stray animals by processing intake, collecting funds and educating the customer on programs. Review options for trapped cats with clients, including TNR, alternative placement and care of community cats.
- Responsible for reuniting animals with their owners by following the lost and found process, performing identification checks and research, contacting owner, and documenting items in the system.
- Create and maintain animal and client records through accurate data entry and document conversations in the computer system.



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- Work with clients who may want to relinquish pets by reviewing possible alternatives, directing client to “Helping Paws,” processing and distributing animal profiles, and documenting interaction in the system.
- Process payments and handle funds for Wellness Clinic and licensing.
- Ask for and accept donations, license sales and funds for other Wellness Clinic programs.
- Maintain cleanliness and an inviting environment in the lobbies.
- 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.
- 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, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.

SKILLS AND QUALIFICATIONS

- Bilingual a plus (Armenian, Spanish, Mandarin or Cantonese).
- High school graduate (or GED/proficiency certificate). Must be at least 18 years of age at the time of appointment.
- Must have a positive attitude and sense of humor.
- Proficient in computer applications, including the shelter system, Microsoft suite and email.
- Strong sense of professional judgement and ability to maintain confidentiality.

WORK SCHEDULE



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- 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.

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.