



## Receptionist

*Part-time, hourly position*

*Reports to Shelter Operations Manager*

### Position Summary

The Receptionist is responsible for overseeing various administrative, data management, and customer service tasks pertaining to our adoption, surrender, and community support programming.

### Reception

- Answer phone, respond to voice mails, and maintain the general email inbox. Forward messages and answer questions as appropriate
- Facilitate and schedule animal surrender and adoption appointments in cooperation with animal coordinators
- Always ensure excellent customer service; navigate difficult conversations and provide appropriate guidance to callers in a professional and compassionate manner
- Maintain clean and timely records of data/statistics; run reports and assist with organizational communication tasks
- Oversee retail floor; restock inventory, track sales, and face retail items
- Record meeting minutes and distribute to relevant staff (all staff meetings, shelter ops meetings etc.)
- Maintain inventory records and order office supplies and retail items as needed
- Assist with administrative tasks in conjunction with finance and development departments including but not limited to filing, data entry, database management, printing, mailings etc.

### General

- Participate in required team and individual supervision meetings on a regular basis
- Work closely alongside and provide guidance to volunteers/interns
- Assist and support the management staff on projects and tasks as requested
- Abide by all regular and special cleaning policies and protocols in place
- Wear a mask while working and practice social distancing from other staff members and the public

### Requirements/Qualifications

- At least two years of volunteer or work experience with the public in a customer-facing position required
- At least two years of volunteer or work experience with animals strongly preferred
- Bilingual in English/Spanish is a plus
- Always practices humane and compassionate treatment of animals and people
- Willingness and ability to learn more about companion animal behavior, common issues, and ways to address them to create good adoption matches and promote pet retention.
- Exercises maturity and good judgment; remains calm in stressful situations and when dealing with the public, staff, and volunteers.
- Excellent written and oral communications skills; Ability to read, write and understand English.
- Comfortable and able to work around animals of unknown disposition and those who may exhibit medical, behavioral, and/or aggressive tendencies

**Availability & Rate**

Must be able to work a set schedule: Tuesday-Saturday 10am-4:30pm.  
Hourly range for this position is \$14-\$16/hour, dependent on experience.

**Working Conditions**

Work is performed in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents. The person in this position needs to regularly move about the shelter. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Occasionally responsible for handling animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Constantly communicates with clients, staff members and volunteers who have inquiries and must be able to exchange accurate information in these situations. Occasionally moves animals weighing up to 50 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, onto and off of exam tables). Allergic conditions, which would be aggravated when handling or working with animals, or hay, may be a disqualification.

**Equal Employment Opportunity**

The Providence Animal Rescue League provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, sexual orientation, military status, or any other category protected by federal, state, and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training, social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

**To Apply: Please send cover letter and resume to [jobs@parl.org](mailto:jobs@parl.org)**

Posted internally and externally 9/29/2020; Position open until filled

REVISED 9//2020