

## **GOOD SHEPHERD HUMANE SOCIETY, Inc.**

### **Job Description**

---

#### **FRONT DESK/RECEPTIONIST**

#### **SUPERVISOR**

The Animal Shelter Manager; Shelter Assistant Manager in absence of Manager

#### **ESSENTIAL DUTIES**

Answers telephones and provides good customer service  
Provides general information to visitors and potential adopters  
Completes adoption and surrender paperwork as needed  
Schedules spay/neuter appointments  
Provides current animal census to adoption volunteers as requested  
Makes surgery reminder calls  
Greets customers as they arrive  
Keeps the office in a clean and orderly condition  
Keeps the adopters play room neat and clean  
Keeps the bathroom clean/stocked  
Makes new animal files and copies daily used paperwork  
Keeps quarantine room/cages clean  
Assists customers with donations and helps animals to/from vehicles  
Releases surgery animals and cleans cages after animal goes home.  
Maintains a neat and well groomed personal appearance  
Attends monthly staff meetings  
Carries out other duties as assigned by the Animal Shelter Manager

#### **SCHEDULE (SUBJECT TO CHANGE)**

Must be able to work weekends and holidays, five days a week, 10 a.m. to close (off Wednesday/Friday), Saturday 8:30 to close.

#### **PHYSICAL REQUIREMENTS**

The individual in this position is frequently around animals that are agitated or injured that may attempt to bite or scratch. The person must be able to lift and carry animals and equipment weighing in excess of 50 pounds and control large animals on a leash.

The position also requires grasping, repetitive hand movement, and fine motor coordination to care for animals and use a computer keyboard. The position requires good near and far vision. Additionally, hearing and the ability to speak clearly are required when providing phone and counter service.

The individual in this position will work with a variety of cleaning agents and a wide range of allergens. The work environment will also involve working indoors and outdoors with frequent changes in temperature and humidity, and assisting customers bringing in deliveries and donations.

**KNOWLEDGE/SKILL QUALIFICATIONS**

A genuine interest in animals and their well-being.  
Knowledge of proper and compassionate care and feeding of domestic animals.  
Ability to recognize abnormal animal health or behavior.  
Ability to follow oral and written instructions.  
Ability to establish and maintain effective working relationships with staff, volunteers, and the general public.  
Basic computer, internet and computer program skills and knowledge.  
Ability to learn how to complete intake and surrender forms and enter data into the computer.

**LICENSE OR CERTIFICATE**

Possession of a valid Arkansas Driver's License and a clean driving record.

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date