

# FLORIDA KEYS SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS, INC.

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FLORIDA KEYS SPCA

## *Job Description*

<b>JOB TITLE:</b>	Guest Care Associate	<b>DEPARTMENT:</b>	Business Office
<b>JOB CODE:</b>	Non-Exempt	Pay Range: \$18.00 - TBD	<b>REPORTS TO:</b> Lead Guest Care Associate
<b>JOB STATUS:</b>	Full Time 40 hrs. per week	<b>WORK DAYS:</b>	TBD
<b>EDUCATION/ EXPERIENCE: (Required)</b>	21 yrs. old minimum High School Equivalent	<b>EDUCATION/ EXPERIENCE: (Preferred; may substitute for required)</b>	Experience in customer relations, administrative work related to computers, filing, organization

**ESSENTIAL DUTIES AND PRIMARY JOB PURPOSE** includes the following. **(Other duties may be assigned.)**

Actively support and uphold The Florida Keys SPCA's mission and values. The Guest Care Associate is responsible for the daily operations of the Business Office to provide the highest level of services to our customers; and operations for the FKSPCA. Responsible for organizing, maintaining the cleanliness, and ensuring smooth efficient and accurate operations of all administrative procedures.

**REPRESENTATIVE TASKS & MAJOR RESPONSIBILITIES. (Other duties may be assigned.)**

1. Serve as a representative of The Florida Keys SPCA demonstrating a positive attitude, and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Be a role model to other staff by displaying exemplary customer service and character at all times.
3. Maintain department files and records.
4. Maintain safety and security of Shelter.
5. Train Office Volunteers. Ensure that all volunteers know procedures and standards required within the administration department; and importance of keeping workstations tidy at all times.
6. Maintain the cleanliness and organization of office.
7. Handle customer concerns and complaints tactfully and professionally with the goal of resolving the complaint in a timely and positive manner.
8. Ensure that all calls are answered promptly, efficiently and courteously. Transfer calls to appropriate personnel to ensure they are handled appropriately.
9. Ensure the correct handling of all messages and the prompt delivery to appropriate personnel.
10. Ensure that all cases are entered accurately and thoroughly for the Animal Control Officer so that they have detailed and accurate information to respond to calls. Information should be entered promptly after receiving the call.
11. Maintain the security and efficiency of cash handling procedures, make deposits in a timely manner.
12. Approve adoption *applications* to ensure that all required documentation, medical and adopter information is in place.
13. Complete Adoption Contracts and final counseling with respective adopters.

14. Complete Return to Owner Contracts and final counseling with pet owners redeeming pets.
15. Provide assistance to the public regarding animal control matters, responds to inquiries and provide information regarding local animal control laws and how they relate to humane treatment of animals. Transfer to ACO when needs go beyond informational.
16. Take initiative in the improvement of organization of administration procedures, files, policies etc.
17. Attend meetings when required.
18. Depending upon assignment in emergency situations perform various duties involved in kennel maintenance, clean kennels, and feed animals.
19. Perform office duties including the redemption of impounded animals, processing and tagging of animals for Pet Cremation service and follow through of returning remains to clients, issuing receipts, receiving and recording reports of lost and found animals, and adoptions.
20. Reconcile all cash at end of day and prepare county and FKSPCA bank deposits.
21. Prepare receipts for donor recognition and give to Development Director if over \$250.
22. Prepare completed donor acknowledgments for mailing. Prepare donor acknowledgments for gifts under \$250 and mail.
23. Perform the initial intake of all animals in the shelter animal database PetPoint by creating a record, adding animal details including but not limited to reason for surrender, species, description, sex and behavior notes.
24. Be dependable and meet acceptable attendance requirements at all times.
25. Follow all applicable safety rules and regulations.
26. Maintain a professional, neat appearance and personal hygiene.
27. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
28. Perform other duties as assigned.
29. Assist the HR & Accounting Coordinator with organization of administration procedures as required.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

1. Demonstrates exceptional attention to detail, courteous and professional demeanor and the ability to deal with difficult, stressful, emotional, demanding, uncooperative and sometimes uncooperative animals and/or situations.
2. Ability to think clearly, act quickly and utilize sound judgment in a variety of situations.
3. Excellent verbal, written and observational skills and ability to communicate effectively the policies & procedures of the FKSPCA internally and externally.
4. Knowledge in animal health and wellbeing to include nutrition needs, resources for information, knowledge of common animal diseases, knowledge of common animal behavior issues
5. Ability to identify animal species, breeds, ages and sexes
6. Excellent skills in interpersonal relations
7. Excellent organization skills including the ability to manage multiple processes concurrently
8. Ability to create a cooperative environment amongst Animal Care staff and volunteers as well as other departments.
9. Ability to lift 50 pounds and operate all common office equipment and posses' basic computer usage knowledge.
10. Ability to work in environments with possible exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, traffic hazards, pathogenic substances, animal attacks or animal bites.
11. Ability to follow direction and/or instruction as given either orally or written.
12. Ability to work daytime, evenings and weekends as assigned.

**EMPLOYMENT DISCLAIMER:** This job description is not a contract - management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer.

Signature \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

### ***Protecting Pets in Paradise***