



Job Description
Front Desk Coordinator

Job Title: Front Desk Coordinator

Supervisor: Executive Director

Classification: Full Time/Salary/Exempt/Full Benefit

Pay Rate: Annual Salary \$22,880 to \$27,040

Work Schedule: Sunday 9-430, Tuesday 9-430 Wednesday 8-630, Friday 830-530 & Saturday 9-630

Physical Demands: Individuals will frequently be required to speak publicly; stand, walk or sit for extended periods of time, hear sufficiently; reach, bend or stoop, regularly lift and carry up to 40 pounds.

Occupational Disclaimer: This position works daily in an animal shelter. This position will come in direct contact with animals and will be exposed to animal related smells and sounds.

Minimum Qualifications:

- ✓ Should have a minimum 1 year work/volunteer experience in the animal care/customer service field
- ✓ Must have intermediate writing and math skills
- ✓ Must have intermediate computer skills
- ✓ Must demonstrate professionalism, courtesy, tact and sound judgment
- ✓ Must have a valid and clean Washington State driver's license and current automobile insurance
- ✓ Must be able to pass an employment background check and drug screening

Specific Duties:

- ❖ To assist the Executive Director to establish and maintain the AVHS front desk policies and procedures, as well as, learn and follow the Society's policies and procedures and city, county and state requirements in regards to animal care
- ❖ To promote a positive image of the Society through positive public relations
- ❖ To establish and maintain effective and cooperative working relationships with staff members and other departments
- ❖ To supervise and perform training of new front desk staff and volunteers
- ❖ To council customers regarding the relinquishment, adoption and euthanasia of animals
- ❖ To facilitate the intake of incoming stray and owner surrendered animals
- ❖ To coordinate and facilitate the transfer of animals with partner agencies
- ❖ To insure accuracy of all incoming and outgoing paperwork
- ❖ To answer phones and assist the public with AVHS related issues
- ❖ To facilitate and reconcile weekly City of Auburn Pet Licensing program
- ❖ To reconcile and audit animal inventory and animal files on a weekly basis
- ❖ To count out the cash register at the end of each shift
- ❖ To stock and replenish all front desk paperwork
- ❖ To order and merchandise and manage the retail area of the shelter
- ❖ To attend board meetings and fundraising events as needed
- ❖ To perform other reasonable duties time to time, as assigned by the Executive Director.

Auburn Valley Humane Society Mission Statement

The Auburn Valley Humane Society is dedicated to providing shelter, quality care and love for all the lost, mistreated and abandoned animals in Auburn. AVHS utilizes all available resources to ensure each animal is placed into a loving and forever home and promotes responsible pet ownership through education and outreach.