



Job Title: Intake Receptionist

Department: Shelter

Classification: Full time, hourly, non-exempt

Relationship: Works collaboratively with Intake RVT to maintain department flow; reports to Director of Operations

Summary: Answer intake telephones and assist APL clients by handling their questions, making appointments, offering resources, counseling and educating, or appropriately redirecting calls

Responsibilities and Duties:

- Counsel clients wishing to relinquish animals; able to problem solve and discuss options; make appointments as necessary
- Educate callers on proper animal care
- Research, compile, and maintain list of resources for clients, including, but not limited to pet-friendly housing, boarding facilities, low-cost veterinarians, and trainers
- Provide accurate information about shelter programs and services; direct clients to the appropriate departments or other agencies for further assistance
- Maintain phone log
- Maintain lost and found reports, actively checking and making matches when possible
- Assist TNR Coordinator with scheduling and education
- Stay current with APL programs, events, and operating protocols to accurately inform clients
- Positively represent and model the APL's beliefs and philosophy
- Actively solicit donations
- Perform intake associate duties when necessary
- Performs other duties and special projects as assigned

Qualifications:

- High school diploma or equivalent
- Minimum one year customer service experience
- Experience in animal welfare strongly preferred
- Previous experience researching and creating program materials

Knowledge/Skills/Abilities:

- Ability to work in a fast-paced environment with a variety of people
- Ability to use a computer, working in a windows environment
- Excellent communication skills; proven ability dealing with the public
- Demonstrated ability to handle high-stress and emotionally charged situations; ability to handle escalated client situations
- Ability to prioritize and perform duties efficiently and effectively with an adequate amount of independence
- Committed to maintaining the Cleveland Animal Protective League's high standard of animal care and mission to foster compassion and end animal suffering

Work is performed in an animal shelter that operates 7 days per week, with exposure to animals and high noise levels, exposure to zoonotic diseases, & cleaning chemicals.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship. The APL requires pre-employment criminal background checks and drug testing.