

Maclean-Cameron Animal Adoption Center

Enhancing compassion through education

POSITION DESCRIPTION

TITLE: FRONT DESK ATTENDANT/RECEPTIONIST

POSITION SUMMARY:

The work involves: providing general office clerical tasks to support Center operations, facilitating the processes of animal intake, surrender and adoption and greeting customers, volunteers and visitors both in person and on the phone.

KEY RESULTS:

- Maintain a pleasant, professional attitude with customers, co-workers, volunteers and donors.
- Clearly and accurately communicate and apply all Center policies and procedures to customers and volunteers.
- Greet customers as they enter the Center and on the phone with a professional and courteous tone.
- Work well under pressure and multitask.
- Communicate with staff and volunteers through use of walkie-talkies and written notes.
- Facilitate the intake of incoming stray and owner surrendered animals in a positive manner.
- Complete animal adoptions with accuracy.
- Coordinate and process paperwork.
- Photograph animals for computer records.
- Perform basic data entry.
- Work a point of sales system.
- Operate a multi-line telephone; receive, screen, and refer phone calls.
- Stock and replenish all front desk supplies and forms.
- Utilize sound judgment when dealing with confidential information and the public.
- Perform other duties as assigned.

QUALIFICATIONS

- Six months of general office clerical experiences preferred.
- High School Diploma or GED required.
- Strong interpersonal skills.
- Ability to speak clearly and effectively with the general public, Center staff and volunteers.
- Attention to detail and organizational skills.
- Basic computer knowledge.
- General knowledge of animals (cats, dogs)
- Availability for day, evening, weekend, and holiday shifts as scheduled.

- Support the mission of the Animal Foundation of Great Falls and professionally advocate the Center's position on animal issues.
- Treat animals humanely both on and off the job, and transmit these values to others.

WORK ENVIRONMENT

Office Setting, computer use, and exposure to high noise levels, animals and cleaning agents.

PHYSICAL REQUIREMENTS

Occasional lifting of up to 50 pounds. Good vision. Ability to hear phone conversations. Ability to sit, stand, and walk as needed.

+/- \$14.00/hr DOE

To apply, submit application to: office@mc-aac.org