



Job Title: Receiving Coordinator

Peggy Adams Animal Rescue League, the largest animal welfare organization in Palm Beach County, Florida, is seeking a dedicated Receiving Coordinator. You will be an integral member of a team that manages the intake of more than 6,000 dogs and cats each year and offers intake prevention resources to keep pets in their homes.

SUMMARY

Represents first point-of-contact for League patrons. Provides information and assistance to clients regarding all programs and services offered. Monitors and maintains the records pertaining to animal intake. Answers phones and e-mail inquiries from citizens. Ensures a clean, safe, and operational work area.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (Other duties may be assigned.)

- Understands the resources of the organization at any given time, so intake is in alignment with organizational resources (capacity, staffing, medical, behavior, age)
- Understands and utilizes organization's programs and services to keep pets in homes where possible (food bank, vaccine vouchers, spay/neuter services)
- Handles phone calls and emails from clients or, when appropriate, transfer to the correct department
- Handles "walk in" client needs in all areas of League programs and services
- Interfaces and cooperates with other departments in the organization
- Maintains and updates the intake calendar for all animal surrenders
- Interfaces with clients in a diplomatic and tactful manner in order to assist them with all aspects of the League's programs and services
- Understands and embraces the Pets for Life model
- Works in partnership with Animal Care and Control to reduce intake
- Handles cleaning of areas where animals are waiting for assistance (ie: urine, fecal matter, bodily fluids, dirt, and mud)
- Handles and works with dogs and cats of all breeds, sizes, and temperaments
- Frequently interacts with and occasionally trains volunteers in accordance with League standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential

duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have a background in customer service or front desk reception
- Must support the Animal Rescue League's mission, policies, and practices
- Must be able to provide accurate information to the public at all times
- Must be able to work in a moderately stressful environment and handle difficult clients in a respectful and professional manner
- Must have ability to deal tactfully and effectively with the public
- Must adhere to the company's dress code
- Must have excellent oral and written communication skills
- Must have a detailed knowledge of organizational systems including, but not limited to, computers and telephones
- Must be computer literate
- Must be available seven days a week (weekends required)
- Possess general knowledge of applicable federal, state, county, and city animal welfare regulations
- Possess detailed knowledge of applicable office skills
- Possess general knowledge of animal care, housing, and behavior
- Have a high level ability to multi-task, organize, and perform detailed tasks efficiently and with accuracy

PREFERRED QUALIFICATIONS

- Working knowledge of Chameleon
- Proficient in Microsoft Office applications
- Clean driving record and valid driver's license
- Bilingual (Spanish preferred)

EDUCATION and/or EXPERIENCE

- High School Diploma or GED
- Experience and/or training involving customer service

COMPUTER SKILLS

- Working knowledge of Outlook, Word and Excel
- Ability to complete data entry

To apply, submit application at

www.PeggyAdams.org/career-opportunities



**Peggy Adams Animal Rescue League
3100/3200 N. Military Trail
West Palm Beach, Florida 33409**

Peggy Adams Animal Rescue League is a managed-admission humane society with 124 staff and a \$10 million operating budget providing services to more than 30,000 cats, dogs, puppies and kittens each year. Operating continuously since 1925, we have benefited the lives of more than 1 million animals. We are planning to open a new, state of the art Adoption and Humane Education Center in 2020 to help save twice as many lives as we can today.

Our Vision is to create a community where 100% of the adoptable animals find loving homes and no animals will be euthanized because of pet overpopulation.

The Mission of the Peggy Adams Animal Rescue League of the Palm Beaches, Incorporated is to provide shelter to lost, homeless and unwanted animals, to provide spay and neuter and other medical services for companion animals, and to care for, protect, and find quality homes for homeless and neglected companion animals, to advocate animal welfare, community involvement and education to further the bond between people and animals.

Our Promise to the Animals

- *Humane Care*
- *Quality of Life*
- *Life-Long Loving Homes*
- *Spay/Neuter to Control Overpopulation*

