

**Job Title: Call Center Associate**

**Department: Client Care**

**Reports to: Call Center Coordinator**

**Classification: Full time and Part time, hourly, non-exempt, non-seasonal  
(weekends required)**

**SUMMARY:**

Responsible for ensuring exceptional customer care in the Call Center by answering all incoming phone calls and general emails. Appropriately handles inquiries and when needed, transfers to the correct departments and staff. Tracks call data within established software system. Works closely with other departments including Veterinary Services, Direct Client Care, Development and Communications, Cruelty Investigations, and Volunteer Programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for delivering and ensuring a positive first impression for the public initially reaching out by phone or email.
- Manage inbound and outbound calls in a timely manner.
- Identify customers' needs, clarify information, provide solutions and/or alternatives.
- Represents Columbus Humane in a professional and courteous manner.
- Educates clients on standard organizational policies and procedures.
- Assists with administrative tasks, including, but not limited to preparing event materials, preparing and sending solicitation and acknowledgement letters, preparing adoption packets, conducting status checks in Pet Finder/Pet FBI.
- Promotes communication and cooperation between Columbus Humane departments.
- Actively promotes Columbus Humane's mission, services, programs and events.
- Actively supports staff and volunteers and promotes the development of skills related to the advancement of our goals and mission. Represents Columbus Humane in a professional and courteous manner at all times. Provides quality service to customers, volunteers, and staff recognizing their individual contribution to the success of our organization.
- Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

Supervises/directs volunteers as needed.

## **QUALIFICATIONS**

Excellent communication and customer service skills. Detail-oriented, exercises good judgment when dealing with the public and staff, able to exercise good judgment when dealing with confidential information. Committed to maintaining the integrity of the organization's client care programs and the mission of Columbus Humane.

## **EDUCATION and/or EXPERIENCE**

High school diploma or equivalent; demonstrated experience in customer service and working with potentially difficult customers. Basic computer and phone skills; comfortable learning and navigating new software systems.

## **LANGUAGE SKILLS**

Ability to speak effectively over the phone to share and receive detailed information. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Ohio Driver's License.

## **PHYSICAL DEMANDS**

At times required to lift up to 15 pounds with reasonable accommodation. Working for 8 to 10 hours at a computer workstation, answering phones and speaking with clients.

## **WORK ENVIRONMENT**

Work is performed in a normal animal shelter setting in proximity to a wide variety of animals.