



## **Animal Services Representative (Team Lead) – Animal Welfare League of Arlington in Arlington, VA**

The Animal Services Representative (Team Lead) is a full-time position with regular weekend, holiday, and evening shifts. The Animal Services Representative (Team Lead) handles Animal Services desk related matters including intaking surrendered or stray animals, stray reclaims, lost and found reporting, wildlife issues, Pet Pantry distribution, and pet support questions from the public. This position requires applicants to be fluent in written and verbal English and Spanish. This position is based in Arlington, Virginia.

### **About the Animal Welfare League of Arlington**

Since 1944, the Animal Welfare League of Arlington has been committed to improving the lives of animals. The League provides temporary care and refuge for homeless and suffering animals, places animals in loving responsible homes, provides animal control services to Arlington County, and offers a wealth of animal welfare programs and community services. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization dedicated to creating a world where all companion animals find compassionate and permanent homes. For more information, please visit [www.awla.org](http://www.awla.org).

### **Reporting Relationships**

This position reports directly to the Director of Community Support. The Animal Services Representative (Team Lead) will work closely with the Director of Community Support, providing coaching and feedback to other Animal Services Representatives in customer service skills and desk operations. They will also work closely with all AWLA staff members, volunteers, and the general public on a regular basis.

### **RESPONSIBILITIES**

- Provide high-quality customer service, particularly in sensitive situations; work to create a positive experience for all visitors coming to the shelter
- Provide leadership and feedback to other Animal Services Representatives
- Help the Director of Community Support to develop and support the CSA team by helping with:
  1. Staff scheduling
  2. Ongoing training opportunities
  3. Cross-training between departments
  4. Animal Services desk related data tracking
- Promoting excellent communication internally and across departments
- Present new ideas and innovative practices to improve the department
- Carry out several tasks at the same time; answer phones, reply to emails, transfer calls and return messages
- Provide information to clients on community support resources, animal guardianship, animal care, and local ordinance
- Create receipts and process payments accurately, following departmental protocols. This includes performing opening and closing financial procedures with accuracy
- Maintain a clean, organized workspace which includes filing paperwork, sorting donations, and daily cleaning
- Assist community support team members as needed for special projects



- Availability to work weekends, evenings, and holidays on a regular basis
- Additional duties as considered necessary and assigned

### **Required Qualifications**

- At least 2 years of customer service work experience
- Fluent in English and Spanish
- Experience leading a team
- Experience in the field of animal care, animal welfare, or veterinary field
- Ability to function comfortably in a fast-paced environment
- Experience in a customer/client-focused professional environment
- Excellent communication and customer service skills; professional telephone etiquette
- Ability to learn and effectively communicate behavioral and medical information about animals
- Knowledge of computer and software applications such as G-Suite, Microsoft Excel, etc.
- Ability to remain calm and composed in sensitive and emotional situations and show compassion in difficult situations
- Demonstrated organizational skills
- Ability to utilize effective problem solving and decision-making skills
- Flexible schedule with availability to work weekends, evenings, holidays and overtime as needed

### **Desired Qualifications** (helpful but not required)

- Bachelor's degree and/or equivalent related work experience
- Experience with "hands-on" nonprofits
- Experience working with PetPoint
- Knowledge and understanding of dog/cat characteristics, companion animal behavior, and general veterinary practices and be able to convey that information accurately to the public

### **Personal Characteristics**

- Passion for the mission of the Animal Welfare League of Arlington
- Ability to think analytically and problem-solve
- Willingness to ask questions and work collaboratively
- Energetic, hard-working and a team player
- Highly organized and detail-oriented self-starter
- Positive, enthusiastic and professional image in representing AWLA, both internally and externally
- Discretion with confidential information

### **Typical Physical & Mental Demands**

Requires frequent bending, reaching, stooping, kneeling, walking/standing, extended periods of sitting, eye-hand coordination and manual dexterity sufficient to operate a keyboard, laptop, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and various weather conditions. May assist in animal restraint and deal with distressed animals, and could be subject to bites and scratches. May be required to lift heavy items or animals (possibly up to 50 lbs) and be physically active. Requires normal range of hearing and



eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions.

Must be comfortable around dogs, cats, small companion animals and all wildlife.

This position is required to receive rabies prophylaxis vaccine, hepatitis-B, and tetanus vaccinations.

### **Compensation**

This is a full time, nonexempt position. Generous benefits include: medical, dental, and vision coverage, 12 annual paid holidays, 3 floating holidays, 7% employer retirement contribution after 2 years of employment and much more. This position qualifies for the Public Service Loan Forgiveness Program. The compensation for the position is \$15.50-\$16.50 per hour. The League pays a **salary bonus** for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese.

**To Apply:** Please submit the following application materials to Claudia West and apply directly through our website: <https://www.awla.org/about/careers/>

If you are unable to access our website, please submit application materials to Claudia West at [jobs@awla.org](mailto:jobs@awla.org) with **Animal Services Representative (Team Lead)** in the subject line.

- A cover letter describing your interest in the position and relevant experience/qualifications
- Current up to date resume

AWLA welcomes applications from people of color, indigenous people, LGBTQ individuals, and other communities that have been marginalized and disproportionately impacted by violence and abuse. AWLA maintains a diverse and dynamic workforce and is committed to providing equal employment opportunities (EEO) to all employees and applicants for employment and promotions without regard to race, color, religion, gender, sexual orientation, gender identity, marital status, veteran status, age, national origin, disability, or any other basis protected by federal, state or local law. Applications will be considered on a rolling basis. Position will remain posted until filled. **No phone inquiries, please.**