



Animal Services Representative – Animal Welfare League of Arlington in Arlington, VA

Animal Services Representative – full time and part time positions available

This position qualifies for a sign on bonus of \$800 for full time and \$500 for part time

The Animal Services Representative is responsible for the front-desk customer service experience at the Animal Welfare League of Arlington. Full time and part time positions available with occasional weekend, holiday and evening shifts. The Animal Services Representative is a resource at the front-desk providing assistance and information regarding owner surrenders, return to owners, wildlife issues, and questions from the public. This position is based in Arlington, Virginia.

About the Animal Welfare League of Arlington

The Animal Welfare League of Arlington (AWLA) provides animal adoption and community programs to Northern Virginia and D.C. Metropolitan areas, as well as animal rescue, control, and wildlife services within Arlington County. For more than 75 years, AWLA has remained committed to its mission to improve the lives of animals and the people who love them by providing resources, care, and protection. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare League of Arlington is dedicated to creating a humane community in which animals and people live together harmoniously. For more information, please visit www.awla.org.

Reporting Relationships

This position reports directly to the Director of Community Support. The **Animal Services Representative** will also work closely with AWLA staff members, volunteers, and the general public on a regular basis.

RESPONSIBILITIES

- Provide high quality customer service; work to create a positive experience for all visitors in person, by phone or through email
- Function comfortably in a fast-paced environment
- Ability to carry out several tasks at the same time; answer phones, transfer calls and return messages communicating in both English and Spanish
- Provide information to clients on animal guardianship, animal care and local ordinances
- Reply to customer inquiries in a courteous, efficient and professional manner providing a high level of personalized customer service
- Provide rehoming resources for pets and information about public assistance programs
- Create receipts and process payments accurately, following departmental protocols
- Maintain a clean, organized work space (this may include filing paperwork, sorting donations and light daily cleaning – (we have heightened disinfecting protocols during COVID)
- Work one (1) day a week (approx. eight (8) hours) in the Animal Care department, helping out as needed with animal care, cleaning, medication, and handling
- Additional duties as considered necessary and assigned

Required Qualifications



- High School Diploma or equivalent
- 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
- Ability to work effectively and cohesively with all AWLA departments
- Skill to successfully connect clients with AWLA resources
- Knowledge of computers and relevant software applications such as G-Suite, Microsoft Excel, etc.
- Knowledge and understanding of AWLA's policies/information for companion animals and ability to communicate those to the public
- Ability to remain calm and composed and compassionate in sensitive and emotional situations
- Excellent interpersonal and written communication skills
- Demonstrated organizational skills
- Ability to utilize effective problem solving and decision-making skills
- Flexible schedule with availability to work weekends, evenings, holidays and overtime if needed

Desired Qualifications (helpful but not required)

- Experience in the field of animal care, animal welfare or customer service such as retail
- Experience with "hands on" nonprofits
- Experience working with PetPoint
- Fluent in English and Spanish (oral and written)

Personal Characteristics

- Passion for the mission of Animal Welfare League of Arlington
- Ability to think analytically and problem-solve
- Willingness to ask questions and work collaboratively
- Energetic, hard-working, 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, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and variable indoor and outdoor temperatures. May assist in animal restraint and deal with distressed or dangerous animals, and could be subject to bites and scratches. Requires manual dexterity to keep a strong animal on leash or operating a door while holding a strong animal on leash simultaneously. May be required to lift heavy items or animals (upwards of 50 lbs) and be otherwise 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, reptiles, amphibians and wildlife. Will be required to receive rabies prophylaxis and tetanus vaccinations.

Compensation plus sign on bonus!

This is a full time or part time, nonexempt position. Generous benefits include: medical, dental, and vision coverage (available for purchase at a discount rate), annual paid holidays, 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 within the AAWA (Association of Animal Welfare Advancement) median range (\$16.50) and the League pays a **salary bonus** for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese. This position also qualifies for a **sign on bonus**: eligible hires can earn half of the bonus after 90 days of employment and the final half after 6 months of employment.

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 with **Animal Services Representative** 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.**