Job Title:	Animal Services Representative	**Department:**	Community Support
Reports to:	Director of Community Resources	**Status:**	Full time, non-exempt
Location:	Arlington, VIRGINIA	**Salary Range:**	$16.50 - $19.51 per hour

Benefits: We offer premium medical benefits, dental and vision insurance; separate vacation and sick time accruals, 12 annual paid holidays plus 8 annual floating holidays (for 2023); and flexible working hours for qualified positions. After 2 years of employment, employees qualify for a retirement contribution of 7%. This position also qualifies for the Public Service Loan Forgiveness Program and the League pays a salary bonus for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese. Plus, free pet adoptions, pet vaccines and more!!

Summary: The Animal Services Representative is responsible for the front-desk customer service experience at the Animal Welfare League of Arlington. This is a full-time position with weekend, holiday and evening shifts. This position provides resources and information regarding owner surrenders, return to owners, wildlife issues, and general questions from the public. This position will also have the opportunity to cross train and work in Shelter Operations (Adoptions, Behavior, Animal Care) working hands on with the animals. To learn more about the Animal Welfare League of Arlington and how to apply, please visit us at https://www.awla.org/about/careers/

Responsibilities include the following however other duties may be assigned:
· Provide high quality customer service; work to create a positive experience for all visitors in person, by phone and through email
· Function comfortably in a fast-paced environment
· Provide information to clients on animal guardianship, animal care and local ordinances
· Provide resources for community members and their pets including: low-cost clinics, pet pantry clients, rehoming options and information about our other programs
· Provide resources off-site to community members and their pets
· Ability to work with all type of animals including domestic and wildlife animals
· 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
· Cross train in other shelter operation (Adoption, Behavior, and Animal Care) to learn and help when needed

Supervisory Responsibilities: None however this position will interact with, train and engage volunteers as well as participate in ongoing educational opportunities for staff, volunteers and the community

Qualifications:
· High school diploma or equivalent
· Ability to communicate in both English and Spanish preferred but not required
· Experience in a customer/client focused professional environment
· Ability to work effectively and cohesively with all League departments
· Skill to successfully connect clients with League resources and effectively communicate behavioral and medical information about animals
· 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
· Organized, good listener and sound decision-making skills
· Self-motivated with the ability to work independently or as part of a team in a hands-on work environment
· Flexible schedule with the ability to work evenings, weekends, non-standard hours and overtime, as needed

·   Sound computer literacy with the ability to sit for periods of time entering critical data into shelter database; experience working with shelter software helpful but not required
·   Ability to think analytically and problem solve, combined with a willingness to ask questions and work collaboratively
·   Desire to present a positive and professional image in representing AWLA both internally and externally
·   Ability to maintain discretion with confidential information
·   Have a passion for the mission and a deep commitment to the goals of the organization

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.

Vaccination requirement: Upon hire, employees will be required to receive rabies prophylaxis and tetanus vaccinations.

*We welcome applications from people of color, indigenous people, LGBTQ individuals, and other communities that have been marginalized and disproportionately impacted by violence and abuse. We aim to maintain a diverse and dynamic workforce and are 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 and positions remain posted until filled. **No phone inquiries, please.** The Animal Welfare League of Arlington is a 501(c)3 non-profit organization.*