POSITION SUMMARY

Wayside Waifs Inc.

Title:	Lead Receptionist
Department:	Operations
Reports To:	Customer Experience Manager
Updated on:	September 2018
Status:	Non-Exempt
Schedule – 38 hours:	Monday 8:00am – 5:00pm Tuesday – Thursday 1:00pm – 8:00pm Sunday 9:00am – 5:00pm

The Mission of
Wayside Waifs

Wayside Waifs is a charitable animal shelter whose purpose is to place adoptable companion animals in responsible homes by providing temporary shelter, educating the public, and developing partnerships.

POSITION SUMMARY

Our reception team is responsible for ensuring that visitors receive outstanding customer service from the initial point of contact, whether on the phone or in person, and that all required administrative duties are handled efficiently. The reception team also assists other departments as necessary.

Reporting to the Customer Experience Manager, the Lead Receptionist is responsible for all day-to-day reception duties as well as additional duties and leadership responsibilities, as described below.

PRIMARY ACCOUNTABILITIES

1. Ensure that each guest receives the best possible customer service by greeting everyone with a smile and directing to the appropriate department.
2. Serve as primary administrator for the Bark Park database, issuing park passes, and handling customer inquiries.
3. Coordinate training program for reception staff with the Customer Experience Manager. Co-manage volunteer training program to handle all scheduling, shadowing, and training for reception volunteers.
4. Maintain and update all Reception SOP's and training materials, coordinating changes with the Customer Experience Manager.
5. Provide oversight and assistance for the Community Service program, maintain and update the Community Service instruction binder, including task list, and serve as contact for the local Community Service programs.
6. Serve as closing personnel with Customer Experience Leadership team 1-2 evenings per week, handling necessary after hours duties and leadership tasks as outlined in the Reception Lead After Hours & Leadership Tasks Guide.
7. Handle Lost and Found inquiries and Return to Owner requests.
8. Answer incoming telephone calls for the adoptions department and main line, handling or routing as appropriate to other departments in the shelter
9. Fold and sort donor letters for the Development department.
10. Open or close reception area each day.
11. Process final adoption paperwork for adoptions department

12. Cross-train in other Customer Experience positions, such as the retail store and adoptions.
13. Assist with after-hours Pet Memorial Service clients when necessary.
14. Consistently seek to improve operations and programming at reception, maintaining effective communication with Customer Experience Manager as well as Customer Experience Leadership Team.
15. Other duties as assigned

ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

- Provide outstanding customer service
- Must have the ability to be flexible and open-minded with a willingness to consider different ideas and perspectives.
- Communicate effectively and professionally with co-workers, management and public at all times, demonstrating an upbeat, team-oriented and positive attitude.
- Ability to multi-task
- Effectively train fellow staff and volunteers
- Strong attention to detail and task orientation
- Adept and able to learn new tasks quickly
- Capable of working under pressure at times
- Comfortable sharing space with another receptionist, while also having the ability to work independently and in a team environment
- Uphold and believe in the Mission of Wayside Waifs.

POSITION REQUIREMENTS

Physical:

- Work in office setting
- Use of computer and keyboard, telephone, copy machines, fax machine
- May be exposed to fumes or airborne particles
- Noise level in the work environment is moderate to high
- Will frequently be working with and exposed to a variety of animals

Education/Experience

- Must have a high school diploma or GED equivalent
- One-year of experience in customer service related field preferred
- Clerical experience preferred
- Computer experience—Windows based; will be trained on other software applications