



POSITION SUMMARY

Wayside Waifs Inc.

Title: Receptionist-Pet Memorial Services Assistant
Reports to: Customer Experience Manager
Updated: December 2019
Status: Non-Exempt, Full-Time
Tuesday-Friday 11am-7pm
Saturday 9am-5pm
Approved by: Vice President of Animal Welfare & Operations

The Mission of Wayside Waifs

Preparing pets and people for the bond of their lives.

We accomplish our mission by protecting and caring for the animals under our watch; by reaching out to the community for love and support; and by teaching others about the profound joy that pets bring to our lives.

POSITION SUMMARY

The Receptionist-Pet Memorial Services Assistant provides support in two highly visible, customer-focused areas for Wayside Waifs. This position serves as the initial point of contact for the public, both in person and on the phone, while also assisting our Pet Memorial Services department with duties as necessary.

PRIMARY ACCOUNTABILITIES - RECEPTION

1. Ensure that each guest is provided with the best possible customer service
2. Handle all lost and found pet inquiries and return to owners when possible.
3. Process all Bark Park applications and daily passes.
4. Handle all incoming telephone calls or route as appropriate.
5. Greet visitors with a smile; personally handle or direct to appropriate department.
6. Fold and sort letters for the Development department.
7. Assist Operations Department with Community Service program.
8. Open/close reception area each day.
9. Process final adoption paperwork for Adoptions department
10. Other duties as assigned.

PRIMARY ACCOUNTABILITIES - PET MEMORIAL SERVICES

1. Ensure that all clients and their animals are provided the highest level of quality care, are treated with respect and compassion, and that all job functions are performed at a standard to achieve overall operational goals for the organization.
2. Maintain the highest standards of customer service:
 - o Maintain a professional manner at all times, being compassionate and respectful to clients
 - o Assist clients in choosing and scheduling burial/cremation options for their pet companions
 - o Discuss euthanasia with clients in a compassionate manner
 - o Answer inquiries from past, current, and potential clients.
 - o Provide counsel to the public on the services offered by the department.
3. Ensure the public has a positive experience when utilizing Pet Memorial Services by delivering exceptional, knowledgeable and compassionate customer service.
 - o Assist customers with locating a grave on site.
4. Maintain database records including those used to track customer services, headstone orders and donations.



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5. Counsel and console the public under stressful situations regarding the loss of their pet.
6. Comply with all Wayside Waifs policies and best practices, including attendance guidelines for dependability and punctuality.

ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

- Deliver exceptional customer service
- Ability to communicate effectively and professionally with co-workers, volunteers, and the public at all times, demonstrating an upbeat, team oriented and positive attitude.
- Must have the ability to be flexible and open-minded with a willingness to consider different ideas and perspectives
- Uphold and believe in the Mission of Wayside Waifs
- Ability to multi-task
- Strong attention to detail and task orientation
- Ability to work under pressure at times
- Ability to learn quickly

POSITION REQUIREMENTS

Physical:

- Work in office setting
- Use of computer and keyboard, telephone, copy machines, fax machine
- May be exposed to fumes, airborne particles, and animal waste
- Noise level in the work environment is moderate to high
- Will frequently be working with and exposed to a variety of animals
- Able to work with exposure to outside weather conditions.
- Repetitive bending, kneeling, stooping and similar movements required in Pet Memorial Services role.

Education/Experience

- Must have a high school diploma or GED equivalent
- Experience working effectively with people in a high-stress, emotional situation.
- You must be able to multi-task in a busy office environment.
- One-year of experience in customer service related field preferred
- Clerical experience preferred
- Animal knowledge preferred
- Working knowledge of Microsoft office and Microsoft Excel

Application Instructions: Please submit your application and resume via our website at www.waysidewaifs.org,