



### **Customer Care Specialist**

The Norfolk SPCA is seeking enthusiastic individuals to join our team as Customer Care Specialists. A successful customer care team member at our shelter is a highly motivated problem solver who is able to follow detailed instructions while displaying a strong work ethic in a busy environment. This position reports to the Customer Care Manager. This is a part-time/full-time position which requires working evening, weekend, and holiday hours. Previous experience in a customer service position is required. Training and uniform will be provided.

#### Duties and Responsibilities:

- Provide exemplary customer service to clients of the Norfolk SPCA Veterinary Clinics and Adoption Center
- Interact with customers in person, via phone, and through email, responding to their questions and guiding them to the appropriate service
- Follow standards and procedures for interacting with customers to ensure maximum satisfaction with Norfolk SPCA programs and services
- Work proactively to resolve issues in a timely manner
- Keep accurate and detailed records
- Maintain appropriate files, copies and sensitive documents securely and efficiently
- Balance currency, coin, credit and checks in cash drawer efficiently and accurately

#### Qualifications:

- High school diploma
- Ability to be on your feet, bend, stoop, and walk for an 8 hour work day
- Positive and friendly attitude
- Highly organized with keen attention to detail.
- Uses critical thinking, takes initiative to solve problems and seek solutions.
- Willingness and ability to communicate effectively with people in a friendly and professional manner
- Previous experience working in customer service or veterinary clinic

Please send a letter of interest and resume to [humanresources@norfolkspca.org](mailto:humanresources@norfolkspca.org)