



Position: Client Services Specialist
Reports to: Client Services Manager
Position Classification: Hourly
Hours: 40 Hours per week. Available days include Monday – Saturday. May include evening, weekend and holiday work.

Job Summary:

The Norfolk SPCA is seeking an enthusiastic individual to join our team as a Client Services Specialist. A successful 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 Client Services Manager. 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
- Conduct transactions for clinic and adoption clients through shelter database systems
- 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
- Ensures readiness of public service areas; maintains cleanliness and appearance of internal and external service areas in accordance with established standards
- This job description is not intended to be all inclusive and employees will also perform other reasonably related business duties that may be requested by the Executive Director or other management staff as required which will ensure a positive image and/or will improve the services of the Norfolk SPCA.

Requirements:

- High school diploma required; Associates degree and/or Bachelor's degree a plus
- Ability to be on your feet, bend, stoop, and walk for an 8 hour work day
- Positive, outgoing and customer focused
- 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; exemplary team player
- Bilingual candidates preferred.
- Previous experience working in customer service or veterinary clinic

- Familiarity with shelter or clinic database systems preferred, but not required

Please send letter of interest, three professional references, resume, and employment application to:
Human Resources, Attention: Client Services Department at humanresources@norfolkspca.org.
Employment application can be downloaded at <https://norfolkspca.com/employment/>.