



POSITION SUMMARY

Wayside Waifs Inc.

Title: Pet Memorial Services Lead
Reports To: Customer Experience Manager
Updated on: June 22, 2018
Status: Non-exempt, Full Time
Monday- Friday
8:30am-5pm
Approved By: President

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

Provide exceptional customer service and assistance with burial preparations, funeral services, cremations and cemetery needs. Work with the public in answering questions, scheduling funeral services or cremations. Expand pet memorial and bereavement services.

PRIMARY ACCOUNTABILITIES

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.
3. Manage burial preparations, funeral services, cremations and cemetery needs.
4. Ensure compliance with all regulatory, safety, security and operational standards related to cremation and burial.
5. Ensure the public has a positive experience when utilizing Pet Memorial Services by delivering exceptional, knowledgeable and compassionate customer service.
6. Comply with all Wayside Waifs policies and best practices, including a high standard of dependability for promptness and attendance.

PRIMARY TASKS & DUTIES

- Answer inquiries from past, current, and potential clients.
- Assist customers with locating a grave on site.
- Provide counsel to the public on the services offered by the department.
- Perform burial preparation (bathing body, placing pet in casket with appropriate preparation, etc.)
- Process cremains and place in urn.
- Make clay paw prints prior to cremation as requested by clients
- Maintain database files and records including those used to track customer services, headstone orders and donations.
- Order and maintain inventory of caskets, urns, paw print materials and other supplies



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- Place markers and headstones on graves
- Schedule appointments to pick up deceased animals from clients when necessary.
- Assist clients in choosing and scheduling burial/cremation options for their pet companions and ordering appropriate products based on their selection.
- Discuss euthanasia with clients in a compassionate manner; prepare euthanasia room for clients and their pet prior to Veterinarian performing euthanasia.
- Maintain a clean and welcoming environment.

ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

1. Prioritize tasks, multi-task and manage time wisely as required for success in the position.
2. Counsel and console the general public under stressful situations regarding the loss of their pet.
3. Communicate effectively and professionally with co-workers, management and public at all times demonstrating an upbeat, team oriented and positive attitude. This includes excellent communication with Reception.
4. Perform clerical duties such as data entry, answering a multi-line phone system, returning phone calls, filing, making copies as needed, etc.
5. Other tasks as assigned.
6. Must have the ability to work independently at times and be a self-starter.

POSITION REQUIREMENTS

Experience:

General computer and office experience required. Experienced Excel User with ability to create and maintain spreadsheets. Experience working effectively with people in a high-stress, emotional situation. You must be able to multi-task in a busy office environment.

Education: High School diploma or GED. Valid driver's license with satisfactory driving record.

Environment:

- Must be able to lift 50 lbs. to waist height in order to move animals or place headstones. If performing driving duties, need to lift up to 75 lbs.
- Repetitive bending, kneeling, stooping and similar movements required
- Must be able to physically restrain animals weighing up to and including 100 lbs.
- Able to work with exposure to outside weather conditions.
- Significant amount of kneeling and standing during a typical day, exposure to animal smells and airborne particles.
- Exposure to animal waste.