



## POSITION SUMMARY

**Wayside Waifs Inc.**

**Title:** Receptionist  
**Reports to:** Customer Experience Manager  
**Updated:** June 2018  
**Status:** Non-Exempt, Part-Time  
**Schedule:** Tuesday 4pm-8pm  
Friday 1pm-8pm  
Saturday 9am-5pm  
19 hours

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.*

**Approved by:** Vice President of Operations

### POSITION SUMMARY – RECEPTIONIST

To serve as initial contact to the public whether on the phone or in person. To assist other departments as assigned.

#### PRIMARY ACCOUNTABILITIES

1. Provide each guest with the best possible customer service.
2. Handle Lost and Found and Return to Owners when able.
3. Process all Bark Park applications and daily passes.
4. Answer incoming telephone calls for the adoptions department and main line, and handle or route as appropriate.
5. Greet visitors with a smile and 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, by scanning data into W Drive.
10. Other assistance as approved by Managers.

#### ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

- Outstanding customer service
- 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.
- Communicate professionally with co-workers, management and public at all times- demonstrating an upbeat, team oriented and positive attitude.
- Ability to multi-task
- Strong attention to detail and task orientation
- Ability to work under pressure at times
- Ability to learn quickly
- Ability to work in team environment, and share space with second receptionist



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### 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
- Animal knowledge
- Computer experience—Windows based