



Position: Administrative Assistant

Reports to: Associate Director

Status: May be full- or part-time

Summary

The Administrative Assistant provides exceptional customer service and animal care counseling for clients of the Chesapeake Humane Society (CHS) veterinary clinic.

Duties and Responsibilities

Clinic

- Answer phone, e-mail, and in-person inquiries regarding clinic and shelter services offered by CHS, forwarding to management or veterinary staff as appropriate
- Schedule surgical services for public clients, rescues, and Chesapeake Animal Services
- Obtain medical histories, enter medical notes, and fill prescriptions
- Check clients in and out, recommend services/products appropriate to the client's pet/s, and accept payment for services
- Perform reminder and follow-up calls, forwarding to veterinary staff as appropriate
- Reconcile funds received and file medical paperwork for each day of business
- Clean and sanitize work space, lobby, and break room as assigned
- Ensure all supply areas are stocked and report deficiencies to management

Shelter

- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc
- Counsel adopters, process adoption applications, and complete adoptions
- Work cooperatively with all staff to promote the CHS mission
- Perform other duties as assigned

Skills and Educational Requirements

- A high school diploma
- Confidence using computer systems and learning new software
- The ability to distinguish which client inquiries are appropriate for his/her knowledge base
- The ability to provide quality customer service in a high-volume, stressful environment
- Strong written and oral communication skills including the ability to educate clients effectively in English
- Strong familiarity with veterinary medicine (particularly surgical procedures and preventative care) or the ability to learn these skills
- The ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- The ability to express organizational standpoints when serving as a CHS representative
- The ability to handle confidential or sensitive information with discretion

Physical and Time Demands

- Flexible working hours including evenings, weekends, and holidays
- Ability to work in a fast-paced setting with distractions
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 40 lbs
- Ability to handle stress
- Valid driver's license, and reliable personal transportation

Interested parties should submit a resume, cover letter, and references to hire@chesapeakehumane.org.