



Position: Administrative Assistant
Reports to: Medical Director

Status: Part-time
Location: 312 Battlefield Blvd N., Chesapeake, VA 23320

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/Administrative

- 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 shelter partners
- 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 workspace, lobby, and break room as assigned
- Ensure all supply areas are stocked and report deficiencies to management
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc

Other Duties

- 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 and animal care (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 and weekends
- 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 50 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation

Interested parties should submit a resume, cover letter, and references to hire@chesapeakehumane.org. Please include "Administrative Assistant" in the subject line.