Title: Administrative Assistant

Reporting Relationship: Clinic Manager

Status: Full-time or Part-time, Hourly, Non-exempt

Location: 312 Battlefield Blvd N., Chesapeake, VA 23320 (primary)
1149 New Mill Drive, Chesapeake, VA 23322 (secondary)

Summary

The Chesapeake Humane Society operates a low-cost, high-volume clinic, offering preventative veterinary care, spay/neuter surgery, dentals, and various surgical procedures. The Administrative Assistant provides exceptional customer service and animal care counseling for clients, donors, and adopters 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

Other Duties

- Work cooperatively with all staff and volunteers to promote the CHS mission
- Uphold and embrace CHS's Workplace Culture Agreement in all aspects of work
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Perform other duties as necessary

Skills and Educational Requirements

- High school diploma or equivalent
- Strong familiarity with veterinary medicine (particularly surgical procedures and preventative care) or the ability to learn these skills
- Confidence using computer systems and learning new software
- Ability to provide quality customer service in a high-volume, stressful environment
- Ability to distinguish which client inquiries are appropriate for his/her knowledge base
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community

- Strong written and oral communication skills including the ability to educate clients effectively in English
- Ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

Physical and Time Demands

- Ability to work early mornings, 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 40 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation

Salary and Benefits

- $14.00 - $15.50/hour, depending on experience
- Medical, Dental, and Vision Insurance (full-time only)
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays (full-time only)
- Personal Time-off (full-time only)
- Simple IRA Plan with organization match
- Professional development and continuing education opportunities
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

To apply, submit a cover letter, resume, and professional references to hiring@chesapeakehumane.org. Please include the position title in the subject line.