



Job title: Admitting Associate

Reports to: Admitting Supervisor

FLSA Status: Hourly, Non-Exempt

Employment Status: Full-time regular

Oversees/Manages: N/A

Summary of Responsibilities

The Admitting Associate is a key member of the Operations department, and is part of a talented and dynamic Animal Pathways team. The Admitting Associate is responsible for ensuring that everyone who visits the Mohawk Hudson Humane Society (MHHS) is met with empathy, respect, and professionalism, and is provided with the information and resources they need to reach the best outcome for their animal. Responsibilities include scheduling appointments; responding to customer questions, concerns, and complaints; coordinating with municipal agents and animal control officers; handling monetary transactions; and providing essential reports for accurate billing.

Essential Duties

- Understands diversity is a strength, equity is non-negotiable, inclusion is our obligation, and embodies this understanding in all interactions with internal and external stakeholders
- Provides high quality customer service to members of the public, animal control officers, and municipal agents
- Exhibits meticulous attention to detail, getting names, contact information, and identification for every visitor to the Admitting desk
- Pays close attention to signs of abuse or neglect as animals come in for housing, alerting appropriate colleagues and/or law enforcement as appropriate
- Schedules end of life services for the public, including euthanasia and cremation
- Provides compassion and non-judgmental advice to people surrendering their pet(s)
- Maintains an operational understanding of the telephone system, phone trees, and outgoing messages
- Monitors and responds to all shared email accounts and voicemail boxes related to Admitting
- Supports MHHS' Loved for Life initiatives by counseling customers on our pet retention programs, such as obedience training, low-cost vaccinations and spay/neuter, and the pet food pantry
- Solicits donations from customers and assists with in-kind donations
- Assists in the coordination of Intake, Veterinary Clinic, and Foster services
- Other duties as assigned

Qualifications

- **Prior Experience:** None required; some work experience in customer service and/or animal welfare preferred
- **Education:** High school diploma or GED required
- **Credentials:** No specific credentials required
- **Hard Skills:** Knowledge of animal behavior; admitting and intake best practices; animal handling; basic computer literacy and familiarity with Microsoft Office Suite
- **Soft Skills:** Excellent emotional regulation; empathy; conflict resolution; strong communication; team focus; flexible and creative problem solving; decisiveness; dependability; organization; time management

- Availability: Variable hours; this is an in-person position with no expectation of remote work allowances

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The person in this position is regularly required to:

- Use hands and fingers, talk and hear
- Stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch
- Lift and/or move up to 40lbs
- See clearly, with or without corrective lenses, up close, at a distance, peripherally, and perceive depth and color

Working Conditions

- Working hours are subject to change based on the needs of the organization
- Alternate schedules, nights, and holidays may sometimes be required
- Work will take place in a variety of environments including medical offices, administrative offices, operational areas, and offsite, including outdoors
- The noise level in the work environment is usually moderate, and hearing protection is available where noise exceeds acceptable levels
- While performing the duties of this job, the position will be exposed to animal odors, animal wastes, chemical cleaning agents, and airborne particles

Employee Print Name

Employee Signature

Date