



Job title: Intake & Admitting Associate
Reports to: Admitting Coordinator
FLSA Status: Hourly, Non-Exempt
Employment Status: Part-time regular
Oversees/Manages: N/A

Summary of Responsibilities

The Intake and Admitting Associate is a key member of the Operations department, and is part of a talented and dynamic Humane Law Enforcement team. The Intake and 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. Additional tasks 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. The ideal candidate will have strong attention to detail, good interpersonal skills, and can work well under pressure.

Essential Duties

- 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/law enforcement as appropriate
- Schedules appointments including intake assessments, owner surrenders, and clinic services
- Processes deceased animals for cremation
- Assists with handling and documentation for animals seized through cruelty cases
- Assists patrons with pet redemption process for stray animals
- 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 initiative by counseling customers on our pet retention programs, such as obedience training, low-cost wellness, and the pet food pantry
- Solicits donations from customers and assists with in-kind donations
- Assists intake staff performing initial examination of animals during the intake process

Qualifications

- 18 years of age or older

- High school diploma/GED or two years of consistent work experience
- Strong computer skills, including knowledge of the MS Office Suite or equivalent
- Excellent interpersonal skills
- Excellent emotional regulation
- Valid NYS driver's license or government ID
- No medical restrictions to animal contact

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.

- This position is regularly required to use hands and fingers, talk and hear.
- The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch.
- The position holder must be able to regularly lift and/or move up to 40lbs.
- Specific vision abilities for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.
- 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.

Working Conditions

- The hours for this position may vary, but are typically 10:00am-5:00pm or 8:00am-6:00pm.
- Evenings 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, airborne particles, and blood-borne pathogens.

X

Employee Signature and Date

X

Employee Print Name