



**Job title:** Community Relations Supervisor  
**Reports to:** Shelter Engagement Manager  
**FLSA Status:** Hourly, Non-Exempt  
**Employment Status:** Full-time regular  
**Oversees/Manages:** Community Relations Associates

### **Summary of Responsibilities**

The Community Relations Supervisor is a key member of the operations team, overseeing a talented and dynamic team of Community Relations Associates. The person in this role is in charge of public first impressions, and is responsible for ensuring everyone who visits the Mohawk Hudson Humane Society (MHHS) is met with empathy and professionalism. The Community Relations Supervisor trains the Community Relations team to provide the highest standards of customer service and ensures that all company policies are followed. Additional tasks include scheduling, responding to customer questions, concerns, and complaints, handling monetary transactions, and providing essential reports for accurate billing.

### **Essential Duties**

- Provide high quality customer service
- Communicates policies and procedures to the public, working to resolve issues as they arise
- Investigates customer problems and find solutions
- Handles major incidents that cannot be resolved by Community Relations Associates
- Ensures proper functioning of telephone system, phone trees, and outgoing messages
- Oversees all shared email accounts and voicemail boxes related to customer service
- Oversees scheduling for adoptions, spay/neuter services, euthanasia, wellness, obedience training, and special programs
- Oversees managed intake, working closely with the veterinary and animal care teams to ensure minimal length of stay and immediate access to medical evaluation for animals accepted into our adoption program
- Maintains animal cruelty call log, forwarding complaints on to law enforcement as appropriate
- Understands and implements all laws relevant to the sheltering of stray animals and their redemption
- 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
- Develops and maintains system for obtaining customer feedback on their experiences
- Analyzes customer satisfaction data, providing constructive feedback to associates and reports to MHHS leadership

- Audits customer service interactions to ensure timely, accurate, and professional responses from Community Relations Team
- Continuously evaluates processes to be sure they are functioning well for customers and staff
- Takes primary responsibility for responding to customer inquiries on social media
- Solicits donations from customers and assists with in-kind donations, and ensures entire Customer Care Team solicits donations at every opportunity
- Ensures that Community Relations Team collects complete donor information whenever possible, performing regular audits in conjunction with the Development team
- Works with Finance Team on daily reporting and monthly municipal billing
- Works with MHHS leadership to develop training programs for Community Relations Team
- Processes all transaction types, responds to customer correspondence, and assists with check-in/out of clinic clients
- Maintains up-to-date knowledge of available animal inventory and breed characteristics, directing customers toward pets that match their lifestyle
- Learns basic duties of other departments and support other departments and staff

### **Qualifications**

- Two years of college required, BA/BS preferred, or 3+ years providing direct customer service with record of progressive responsibility including supervisory experience
- Strong computer skills, including knowledge of the MS Office Suite or equivalent
- Excellent leadership and interpersonal skills
- Excellent emotional regulation
- Valid NYS driver's license
- 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 are normally 10:00am – 6:00pm, five days per week with two days off in a row. 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, and airborne particles

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Employee Signature and Date

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Employee Print Name