



Front Desk Coordinator

Reports to Operations Manager

The Front Desk Coordinator acts as gatekeeper for other staff and management. They allow access to other employees, answer phones, take messages, schedule appointments, answer questions, give directions and manage the flow of traffic in the office. In addition, this position manages social media accounts, animal inventory logs, monetary transactions and acts as the face and spokesperson for the organization by greeting people as they enter and determining their needs.

Examples of responsibilities include, but are not limited to:

- Greet and assist customers in person and on the phone.
- Provide exceptional customer service to all members of the public.
- Maintain status of incoming/outgoing animals through PetPoint system.
- Maintain owner animal surrender appointment schedule.
- Create, maintain and update animals/create posts on social media (Facebook, Petfinder, BRHA website) & various newspaper ads.
- Intermediate knowledge of Microsoft Office Suite.
- Keep petty cash accurate & record front desk income on daily sheets.
- Communicate with Adoption Counselors to update animal personalities.
- Update Spay/Neuter Spreadsheet.
- Maintain lost/found, breed request & voice mail binders.
- Keep Do Not Adopt (DNA) list current & cross referenced with PetPoint system.
- Create animal poster boards & office forms, as needed.
- Make ID tags, complete microchip & dog license forms.
- Keep inventory stocked with all necessary forms.
- Post lost animals on BRHA Lost & Found FB page.
- Run errands to vet offices, stores and other shelters, as needed.
- Maintain & clean Admin area daily.
- Run end of month stats for Operations Manager (OM).
- Provide weekly stats to the Operations Manager (OM).
- Report on current animal population to the OM on the first day of every month.
- Keep Community Pet Pantry clean & organized.
- Other duties as assigned by the OM.

Someone with great communication skills, a friendly attitude and a willingness to learn new skills will excel in this position. You should also be able to deal with emergencies in a timely and effective manner while maintaining office operations. Multitasking and stress management skills are essential for this position.

This is a full-time position with starting salary currently at \$13.00/hr with six month probation. Must complete a BRHA Employment Application, accompanied with your resume and a cover letter. Complete application package may be returned in person to 262 Fairgrounds Road, Hamilton (during business hours), mailed to: Op Manager, PO Box 57, Hamilton, MT 59840 or emailed to: opmanager@bitterroothumane.org

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