

Guest Experience Coordinator

Department: Adoption Center
Reports to: Shelter Manager
Start Date: June 1, 2021 or prior

Location: Athens, Georgia
Status: Full-Time (hourly)
Hours: 40 hours/week

Position Purpose

The Guest Experience Coordinator will be responsible for the over shelter guest experience. She/he is responsible for directing personnel, information and resources to ensure that guests (adopting families, donors, media, general public, pet owners) have a positive and enjoyable shelter experience. She/he is responsible for closely working with the Adoption Center Team, as well as other departments, to maintain and improve the quality of the guest experience and enhance visitor satisfaction. She/he is responsible for proactively and nimbly responding to any guest concerns to resolve guest situations and coordinating and communicating new initiatives and programs related to guest experience.

Essential Responsibilities

- Oversee the daily activities of the Shelter guest reception lobby with a professional, patient, and approachable manner.
- Oversee Shelter guest reception lobby opening and closing procedures and ensures a clean, tidy, and visually welcoming environment.
- Responsible for creating a positive, enthusiastic and motivating work environment. Supervise volunteers during assigned Guest Experience shifts.
- Lead Adoption Center Team by example. Provide excellent guest service while ensuring staff also provide a quality guest experience, focused on safety, courtesy and efficiency.
- Coordinate needs and activities at the guest reception desk, including knowledge and information transfer, visitor service procedures, documentation, material inventory and distribution, and scheduling.
- Warmly greet Shelter guests and proactively coordinate staff and resources to solve guest situations and needs in a friendly, engaging, and helpful manner.
- Respond to callers in a timely, friendly manner and mobilize staff and resources to address caller situations and needs in a helpful manner. Take accurate phone messages and direct messages to appropriate staff for timely follow through.
- Enter and update Adoption Center records in PetPoint® software (training provided).
- Additional tasks, as assigned by Shelter Manager.

Knowledge, Skills, and Abilities

- Knowledge of principles and processes for providing extraordinary customer staff team services. This includes customer needs assessment, meeting quality standards for services, and evaluation customer/staff team satisfaction.
- Ability to quickly assess a situation, prioritize guest needs, and respond in a proactive, friendly manner.
- Superior written and verbal communications and organization skills.
- Excellent customer service and interpersonal acumen to relate and communicate to all stakeholders comprising the AAHS community.
- Must be able to work independently and demonstrate initiative to solve problems, including tracking situations until appropriate resolve is achieved.
- Ability to self-manage and self-motivate.
- Must be a team player, guest centered, and community minded.
- Ability to work weekends and holidays, as requested.

Education and Experience

- 1-2 years in front-of-house customer experience in corporate or nonprofit sectors.
- Experience with PetPoint® software a plus, but not required.
- Proficiency in Microsoft (Word, Excel, PowerPoint) and Google (Gmail, Docs, Drive) software platforms required.

Physical Demands and Work Environment

The physical demands and work environment profile described here are representative of those a typical employee encounters while performing the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling, pushing/pulling, reaching above the shoulders, and lifting up to 25 pounds. Must be available to work weekends and holidays, as needed.

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

About Athens Area Humane Society

The Athens Area Humane Society, based in Watkinsville, GA, is a community supported socially conscious pet shelter dedicated to rescuing and protecting companion animals by providing for their wellbeing, uniting them with loving homes, and advocating for a compassionate society. We envision a society where all dogs and cats have a loving home and the bond between pets and people is celebrated. AAHS is currently in the process of building a 15,000-ft² state-of-the-art adoption center and community pet hospital, slated to open in August 2021 at 1030 Mitchell Bridge Road in Athens.

Application Process

Please email resume and cover letter explaining why you’re the best candidate for the position to Cheryl McCormick, Ph.D., CEO, at cheryl@athenshumanesociety.org. No phone calls, please.

EEO Policy Statement

It is the policy of AAHS to afford equal employment opportunities to all qualified individuals without regard to their race, color, ancestry, religion, sex, sexual orientation, national origin, age, physical or mental disability, citizen status, veteran status, gender identity or expression, bankruptcy status or any other characteristic or status that is protected by federal, state or local law.