



Adoption Center Guest Experience Coordinator

The Athens Area Humane Society rescues and protects 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. Founded in 1899, AAHS is among the first charitable organizations in Athens and one of its most beloved. Thanks to the generosity of individual donors, small family foundations, and legions of community volunteers, AAHS helps, heals, and homes more than 5,000 pets annually.

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, & 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.

Education & Experience:

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



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Physical Demands & 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.

Diversity, Equity, & Inclusion Statement:

We work to recruit diverse candidates and ensure our team members have all the tools they need to be successful. Our mission is most effectively fulfilled through proactively supporting the values of equity, inclusion, and diversity. Diversity may be measured by, but is not limited to, differences in age, ethnicity, race, gender identity, sexual orientation, economic circumstance, class, religion, disability, geography, and profession. We acknowledge and respect the many differences that comprise thriving communities and seek diversity in our staff to ensure that a range of perspectives, opinions, and experiences are recognized and acted upon in achieving our purpose. We intend to promote a fully equitable animal welfare sector that justly represents and serves all our constituencies. Consequently, we strongly encourage applications from candidates of color, LGBTQ+ identity, and other historically marginalized communities.

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.

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, caste, 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.