Society for the Prevention of Cruelty to Animals Los Angeles, since 1877

Receptionist – Pet Hotel & Grooming Salon
Job Announcement

PRIMARY FUNCTIONS: Under the direct supervision of the Pet Hotel and Grooming Salon Supervisor, the receptionist will answer telephones, greet and interact with customers, fill out necessary boarding and grooming forms, make boarding reservations and grooming appointments, check pets in and out, collect money due for services rendered, complete client files, assist with retail, and help care for the animals in the facility.

ESSENTIAL RESPONSIBILITIES & DUTIES:

- Write, type, or enter information into a computer to prepare daily reports, receipts, and other documents.
- Input, maintain, and process required information for the effective operation of the boarding and grooming facility.
- Prepare receipts and information required for the daily input.
- Compile, sort, and verify accuracy of data to be entered. Proof read records or forms; compare data entered with source documents; delete incorrect entered data and re-enter correct data.
- Responsible for assisting with the daily operations of the facility.
- Receive and transfer incoming telephone calls and take messages as needed. Patience, good manners, communication, articulation, and confidence are an integral part of this duty. Must also possess the ability to listen effectively.
- Reply to client's emails inquiring about boarding and grooming services in a professional and grammatically correct manner.
- Maintain office supplies.
- Maintain the general appearance of the reception and supply room areas ensuring that the lobby and surrounding sections are kept in an orderly and organized fashion.
- Photocopy documents.
- Assist the Animal Care Attendants with cleaning and disinfecting kennels, dog runs, floors, bowls, litter pans, cat condos, supplies, and other facility areas.
- Assist the Animal Care Attendants with providing food and water for the pets that are in our care.
- Check-in and check-out animals.
- Observe animals for signs of illness or injury and report these to the manager.
- Demonstrate a genuine interest in the well-being of pets in our care.
- Walk, play with, and/or socialize with the pets in our care.
- Assist the public with inquiries pertaining to the Pet Hotel and Grooming Salon.
- Maintain a high level of communication and work collaboratively with all personnel in a manner that is consistent with the Society's policies. Actively support and promote the mission/goals of the Society.
- Accurately maintain records as required to ensure that accurate and timely information is available.
- Greet clients and visitors in a professional and friendly manner.
- Perform other duties as required to improve the functioning of this organization.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Ability to:

- Provide excellent customer service.
- Present a professional appearance and demeanor at all times.
- Ability to work well and communicate effectively with the public, fellow employees, and volunteers.
- Demonstrate a keen and genuine interest in all kinds of animals.
- Experience working with animals in a boarding, sheltering, or commercial environment.
- Accurately process paperwork and maintain an efficient records system.
- Ability to work independently.
- Work different shifts, weekends and holidays as assigned.
- Ability to meet physical requirements.
- Provide general office and clerical assistance.
- Handle a high volume of telephone calls.
- Operate a keyboard or other data entry device to enter data.
- Apply mathematical concepts such as addition, subtraction, fractions and percentages to practical situations.
- Understand and carry out oral and written instructions; express ideas effectively, orally and in writing.
- Show maturity and good judgment; perform the job in a professional manner and work efficiently under pressure.
- Flexibility to adapt to differing support needs created by differing work styles.
- Originate and execute projects with little or no supervision.
- Manage multiple priorities.
- Experience with proper cleaning and sanitary methods in a sheltering environment is desirable.
- Must be able to work comfortably and safely with all types of animals.

KNOWLEDGE OF:

- Various breeds of dogs, cats, and other domestic animals.
- Various kinds of animal behavior and knowledge of basic domestic animal care and safe, humane animal handling.
- Basic mathematics including addition, subtraction, and simple fractions.
- Computer applications (e.g. Data Entry, Word, Excel).
- Usage of office equipment (e.g. typewriter, computer, copier, fax machine, phones, credit card machine).

OTHER ESSENTIAL QUALIFICATIONS:

Physical Demands

- Work well with all types of domestic animals including but not limited to dogs and cats.
- Requires the ability to stand, walk, run, sit and kneel, crouch or crawl and climb different levels of height.
- Perform work, which involves frequent lifting, carrying and/or pushing of 15lbs and occasionally lift, move, and/or push up to 35lbs or more. The employee will also be required to lift and carry equipment and supplies, at times for long distances.
- While performing this job the employee is regularly required to use hands & fingers; handle or feel objects, tools or controls; reach with hands and arms; and talk and listen.
- Manual dexterity sufficient for handwritten documents.

Working Conditions

- Possible exposure to undesirable odors and bodily functions.
- Dealing with possible unruly, vicious and dangerous animals.
- Dealing with possible hostile overly emotional public.
- Ability to handle heavy and fast-paced workload.
- Possible exposure to parasites and infectious diseases.
- Must be willing to work irregular hours, shifts, weekends, holidays and standby.
- The noise level in the job will vary depending on the task being performed.
- Exposure to all types of weather conditions.

Experience, Skills and Training

- Must have a positive approach and rapport with animals and people.
- Experience working with animals in a sheltering or commercial environment is required.
- Experience in the use of positive reinforcement methods.
- Knowledge in both feline and canine behavior.
- years experience and/or training in related work.

Salary Range: $11/hour
This is a full-time exempt position with benefits

Application Deadline: Position Open Until Filled

Employment Location: spcaLA Pet Hotel & Grooming Salon
7700 E. Spring Street
Long Beach, CA 90815

Apply in person or email resume to Jobs@spcaLA.com fax 323-730-5335