



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

Receptionist

JOB ANNOUNCEMENT

PRIMARY FUNCTIONS: Provide general office and administrative support to the office including but not limited to providing excellent customer service to the public, answer telephones, data entry and general clerical duties.

ESSENTIAL RESPONSIBILITIES & DUTIES:

- Greet clients and visitors in a professional and friendly manner.
- Answer all incoming calls; provide accurate information and excellent customer service to the public and as necessary direct calls to the appropriate personnel.
- Patience, good manners, communication, articulation and confidence are an integral part of this duty. You must also possess the ability to listen effectively.
- Perform basic clerical duties including but not limited to data entry, filing, photocopying documents, faxing and other various tasks necessary to continue efficient workflow in the office.
- Input, maintain and process all required information for the effective operation of the reception front office.
- Coordinate and order all office supplies for the agency by processing all approved orders and researching the most cost effective supplies to maintain budgetary controls.
- Process all internal and external mail by receiving, sorting and as appropriate distributing the mail. Ensure mail has been processed within the specific timeline so that it is available for pick up by the mail courier.
- Maintain the mail machine properly equipped and schedule maintenance as required to ensure availability of mail machine.
- Maintain the general appearance of the reception and supply room areas ensuring that lobby and surrounding sections are kept in an orderly and organized fashion.
- 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.
- Represent the spcaLA in a professional and courteous manner at all times. Provide quality customer service to clients, volunteers, and staff, recognizing their individual contributions to the success of our organization.
- Perform other duties as needed. All staff collaboratively works in other departments as needed during special events or during disaster relief.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Ability to:

- Provide excellent customer service experience
- Effectively communicate with possible overly emotional public
- Handle a high volume of telephone calls efficiently
- Accurately process paperwork and maintain an efficient records system
- Provide general office and clerical assistance
- Maintain all required office supplies for the efficient operation of the agency
- Coordinate the maintenance of the front office equipment
- 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
- Maintain the front office area in a clean and orderly manner stocked with the necessary supplies

KNOWLEDGE OF:

- Computer applications (e.g. Data Entry, Word, Excel)
- Usage of office equipment (e.g. typewriter, computer, copier, adding machine, phones, fax machine)
- Knowledge and interest in the field of animal welfare

OTHER ESSENTIAL QUALIFICATIONS:**Physical Demands**

- 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 15 lbs. and occasionally 25 lbs.
- 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

- 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 is moderate but may vary depending on the task being performed
- All staff collaboratively works in other departments as needed during special events or during disaster relief

Experience and Training

- Two years' experience and/or training in related work.
- Proven experience providing excellent customer service

Application Deadline: Open until filled

Salary Range: \$13.25 -\$14.50/hr This is a full time non-exempt position with benefits

Employment Location: spcaLA - administrative office
5026 W. Jefferson Blvd.
Los Angeles, CA 90016

To apply, email resume to Jobs@spcaLA.com