



Client Services Associate

SUMMARY: The Client Services Associate serves as the primary point of contact between ASAP Cats and the public, managing front desk workflow, incoming client communications, and core administrative tasks. This role ensures timely, accurate handling of inquiries, appropriate routing of information, and consistent communication. The position also assists with adoption counseling, post-adoption follow-up, and lost pet reunification.

REPORTS TO: Shelter Operations Supervisor

ESSENTIAL FUNCTIONS:

Front Desk Operations

- Greet, assist, and direct visitors appropriately
- Manage front desk flow during open hours, balancing walk-ins, calls, and administrative tasks
- Answer, triage, and route incoming phone calls and emails
- Escalate medical, behavioral, intake, or policy-sensitive situations to the appropriate parties

Administrative Support

- Schedule appointments and maintain accurate calendars (Acuity, Google Sheets, Google Calendar, etc.)
- Complete data entry and maintain records in ShelterLuv
- Support office organization and routine administrative functions

Adoption Program Support

- Assist with adopter communications and application processing
- Provide onsite adoption support, including basic counseling and processing adoptions
- Initiate and conduct post-adoption follow-up with recent adopters

Lost Pet Reunification Support

- Assist with lost and found inquiries from the public
- Monitor and update lost pet boards and related records
- Conduct follow-up calls related to lost pet reports and sightings

Assist with additional tasks as assigned to support shelter operations, including but not limited to feeding cats, administering medications, cleaning kennels, maintaining sanitary conditions, and supporting daily animal care needs.

WORKING CONDITIONS:

- Exposure to animals, including noise, allergens, strong odors, zoonotic disease (primarily ringworm), and risk of bites or scratches
- Extended periods at a fixed workstation
- Fluctuations between fast-paced activity and slower periods



ASAP Position Description

- Regular interaction with individuals in emotionally charged situations, including owner surrenders, lost pet cases, and complaints
- Push/pull moderately heavy objects up to 25 pounds.
- Ability to sit and work at a computer in an office setting for several hours at a time

QUALIFICATIONS:

REQUIRED

- 1+ year customer-facing or administrative experience
- Basic computer proficiency
- Consistent adherence to procedures and documentation standards
- Clear, concise communication with both the public and staff
- Ability to handle emotionally charged or high-stress interactions with sensitivity and compassion
- Commitment to abide by the asap cats culture agreement

PREFERRED

- Experience in an animal shelter, veterinary clinic, or nonprofit environment
- Spanish language proficiency strongly preferred but not required

HOURS: *FLSA STATUS:* NON-EXEMPT POSITION, part-time, 25 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. May include weekends, night, and holidays. Regular predictable attendance is required.

SALARY: RANGE: \$22 per hour, DOE, Sick Pay: 40 hours annually

TO APPLY: A cover letter and resume are **required** to be submitted for consideration for this position.

Please apply via email to: employment@asapcats.org