



where compassion lives

When your head hits the pillow at night it's good to know you've made a difference.

Last year, in 251 days, with our single surgery suite, our team performed 5,000 spay/neuter surgeries. Now *that's* making a difference.

Napa Humane (Humane Society of Napa County & SPCA) seeks a compassionate, enthusiastic individual to join our team as **Client Services Coordinator** for our high volume, low cost Spay/Neuter Clinic serving companion animals in the Napa Valley.

A strong desire to work WITH people to work FOR the animals is essential. We value a can-do, cooperative attitude to help make our Clinic run as efficiently as possible. No two days are alike at our Clinic – organization, flexibility, and an unshakable positive outlook reign.

This individual will be responsible for:

- Being the first point of contact representing Napa Humane to the public, donors, stakeholders, customers, and clients by telephone, via email, and in person.
- Providing *excellent* customer service in managing scheduling of appointments, patient/client contact during surgery check-in and check-out, and product sales as well as meaningful and appropriate referrals for a wide variety of animal-related situations and for Napa Humane programs and services.
- Managing day-to-day Clinic activity including the purchase and provisioning of non-medical equipment and supplies, equipment servicing and maintenance.
- Assisting in the coordination of building and equipment repair and landscape maintenance.
- Cash handling and record keeping as it relates to payment for services, donations, and product sales.
- Monthly billing, inventory management, and managing manufacturer rebate programs.
- Directing the work of front office Clinic volunteers.
- In the absence of the Clinic Administrator, assumes the role with regard to managing time sensitive issues, e.g., animal emergencies, client disputes, filing workers' compensation claims, a compromise of the alarm system, etc.

The ideal candidate will possess the following knowledge, skills, abilities, and attributes:

- Compassion for animals and their people.
- Exemplary customer service.
- Genuine curiosity to determine the best course of client care and referral.
- A friendly and patient nature.

- Shows initiative and is a conscientious and detail-oriented worker.
- Exercises good judgment when dealing with the public, coworkers and animal-related concerns.
- Ability to multi-task and exhibits superior prioritization, organization, problem solving and time management skills.
- Committed to the mission and goals of Napa Humane and the success of the Clinic.

Qualifications:

- College degree preferred.
- Excellent communication skills, both oral and written.
- Bilingual English/Spanish highly desirable.
- Computer skills required, specifically on a PC platform working with Microsoft Office products for word processing and spreadsheets; willingness and ability to learn patient/client management software.
- A minimum of three years experience in customer/client services.
- Experience in an animal care setting, i.e. a shelter setting or veterinary clinic preferred.

This is a full-time, non-exempt position based in Napa, California. Preference given to knowledge of, and residence in, the Napa Valley. A typical workweek is Monday through Friday although some weekend days may be required. The wage range is very competitive and hourly rate will depend on experience.

Benefits (after waiting periods) include: 100% employee premium paid for medical, dental, and vision coverage, retirement plan (up to 3% match of annual wages), paid vacation, sick leave, and employee pet leave.

To apply for this position please send your resume and salary requirements to Jane Albert at jalbert@napahumane.org.