



## **Help Desk Coordinator**

FSLA Status: Exempt

### **Summary**

Part of creating a community that is safe and humane for animals is working to connect people with support and resources to help them keep their pets as an alternative to shelter surrender. With an inclusive and equitable approach rooted in non-judgement, the Help Desk Coordinator is the first point of contact for surrender inquiries and requests for support made to ACCT Philly and Citizens for a No Kill Philadelphia. The Coordinator interfaces with the public in person, phone, and email, as well as support service partners such as veterinary clinics and boarding facilities. As a part of CNKP and ACCT Philly, the Coordinator is a bridge who is critical in targeting owner issues and providing resources and solutions, all with the aim of keeping pets and their families together.

### **Core Responsibilities**

#### **Customer Service**

- Multi-task between live clients, phone customers, and web-based inquiries in a professional, courteous manner
- Review surrender inquiries connecting with clients where support might be possible, or forwarding to the ACCT Community Support team to facilitate next steps for intake
- Offer guidance and solutions to clients who have questions or need assistance with animal related issues or who may be at risk of surrendering their pet
- Walk clients through a problem solving process to determine what options are best and to create a process where clients are engaged and committed
- Make real time decisions for what support is appropriate for clients and employ next steps to connect them; elevate to next level decision makers when necessary
- Employ a creative thinking, outside the box approach to respond to unique and varied situations
- Model excellent, client-centric behavior and attitude at all times
- Follow up with clients to ensure long term success
- Greet clients upon arrival to ACCT Philly and determine whether they may be provided support
- As necessary, work with the ACCT Community Support team to triage client needs and crowds to ensure high levels of customer satisfaction
- Facilitate and support the ACCT Philly Pet Pantry as needed

#### **Administrative/Other**

- Enter all animal and client information into the relevant software system in a timely manner, creating a full and comprehensive file for each inquiry
- Answer phones and check voicemails on an ongoing basis to ensure timely response
- Update client data and case files as necessary
- Coordinate with ACCT management and CNKP to ensure availability of supplies, reference materials such as flyers, and other relevant items

- Ensure work areas including front lobby station and Help Desk office are well maintained, tidying and cleaning routinely and as needed
- Participate in community focused events such as vaccine/microchip clinics, pet pantry events, or other activities intended to connect pet owners with services and drive awareness of available resources
- As needed, deliver services to clients who have barriers to obtaining them otherwise
- Other duties as assigned and as needed to support the client facing functions of ACCT Philly and CNKP
- Ability and comfort working with a variety of of animals including non-traditional species, with varying medical and behavioral conditions

### **Work Environment**

ACCT Philly is open to the public 10am to 6pm daily, including on weekends and holidays. An employee may have as many as 300 interactions with the public in a given day, including with volunteers and rescue partners. The shelter operates at a fast pace, and employees are exposed to odors and high levels of noise while performing their job. CNKP is a community resource that receives many inquiries daily with high visibility and a high expectation of excellence.

### **Qualifications**

Passion for the missions of ACCT Philly and CNKP and an ability to articulate them effectively; strong interpersonal and organizational skills; enjoys interacting with people from a variety of backgrounds and experiences - is a "people person"; a strong commitment to equitable and inclusive practices and interaction style; possesses a personality that is upbeat and engaging; demonstrates maturity and discretion; is comfortable making decisions in the moment; comfortable working with clients who may be emotionally escalated; highly motivated self-starter who can work independently and on a team; able to shift between priorities and activities with ease; demonstrated ability to communicate effectively both orally and in writing; demonstrates flexibility and is willing to adjust work schedule or flow to meet the needs of the organization; possesses or able to develop a deep knowledge of the city of Philadelphia; believes diversity, equity, and inclusion are essential

### **Education and Work Experience**

High school diploma or equivalent required; one (1) year experience in client services and/or community facing roles a plus;

### **Other**

Spanish language proficiency preferred

### **Hours/Status**

This is a full-time position, salaried position. Work schedule including days and hours may vary according to the needs of the organization, may include weekends, nights, and holidays. This position is non-FSLA exempt status. This is a non-Union position, grant funded for two years.

**Compensation**

\$35,840 annually, plus benefit package, paid time off

**Immediate Supervisor:** Community Support Manager

**Introductory Assessment Period**

The introductory assessment period runs from the date of hire for 90 days thereafter. For employment in any position with ACCT Philly, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee for ACCT Philly may end the employment relationship without notice or prejudice.

**Employment**

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of ACCT Philly that all positions are governed by the needs of the agency, which means that employment is “at will” and for no specified term. Either ACCT Philly or the employee may terminate employment at any time.

Agreed to and Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_