



Charlottesville-Albemarle SPCA Job Description

Position: Bilingual Receptionist
Job Status: Non-Exempt
Reports To: Adoption & Intake Manager
Revision Date: 7/5/2022

Position Summary:

Primary Duties / Responsibilities:

- Politely and promptly answers all general incoming emails and phone calls. Answers basic inquiries, provides accurate information to the public, transfers calls and relays messages to appropriate staff.
- Provides prompt and exceptional customer service and clear communication of services to the public.
- Maintains a safe and clean work environment.
- Fosters a team environment by working cooperatively with all departments, staff, and volunteers, and providing excellent customer service both internally and externally.
- Remains positive and mission-focused while under stress.
- Other tasks and duties as assigned by the Adoption and Intake Manager.

Secondary Responsibilities:

- Files all adoption and intake paperwork.
- Ensures that adoption support materials, handouts, and office supplies are stocked and organized.
- Assists other staff by gathering materials and paperwork for fosters and adopters.
- Monitors lobby animals: checks for cleanliness, appropriate toys, and safe living environment.
- Assists with completing monthly inventory of retail areas.
- Assists with completing monthly city license report.
- Attends to others' needs and willingly assists as required.

Physical Requirements & Work Environment:

- Ability to lift and transport materials weighing up to 25 pounds.
- Ability to handle animals effectively and humanely.
- The ability to bend and squat.
- The ability to stand or sit for significant periods of time.
- Exposure to disinfectant solutions and zoonotic diseases.
- Subject to animal bites and scratches.

- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.
- Daily hours and days of the week may vary according to the needs of the organization. May require evening, holiday, and weekend work hours.

Required Skills / Experience:

- Bilingual (Spanish/English) both written and oral required.
- Excellent customer service skills.
- Animal care experience preferred.
- Must be highly motivated, with strong communication skills and a professional manner.
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision.