



## JOB POSTING NOTICE

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**POSITION:** GUEST SERVICES COORDINATOR  
**DEPARTMENT:** PUBLIC RELATIONS  
**REPORTS TO:** CHIEF COMMUNICATIONS OFFICER  
**STATUS:** TWO OPENINGS - PART-TIME (21 hours/week), HOURLY  
10:30 a.m. – 5:30 p.m. M, W, F  
10:30 a.m. – 5:30 p.m. T, Th, Sat  
**DATE:** July 28, 2021

### POSITION SUMMARY AND MINIMUM QUALIFICATIONS:

This part-time position requires an outgoing, self-assured individual who will make guests physically inside of the building feel welcomed, appreciated, listened to, guided, and valuable. The majority of working hours will be spent at the Welcome Desk, in the Adoptions lobby, and greeting visitors at the Adoptions doors (as opposed to remaining in animal areas).

The successful candidate will be:

- Able to prioritize providing an excellent guest service experience to customers entering the SPCA.
- Well-versed in SPCA policies and procedures and familiar with adoptable animals, as well as the SPCA website and social media platforms. Will also be easily conversant regarding SPCA policies/procedures and have the ability to familiarize self with other staff/volunteers who can answer more specific questions.
- Responsible for accepting donations and distributing receipts; instinctive as to when to call upon Development Department representatives when more preeminent level of acknowledgement or short tours may be necessary.
- Responsible for keeping the Welcome areas neat, clean and orderly, and ensuring all guest hand-outs in public areas of the shelter are current. This is to include checking the in-kind donation area and public restrooms periodically per shift to ensure these areas are clean and supplies are available, and knowing protocol for alerting applicable staff if improvements are needed in either space.
- Interviewing and creating a team of volunteers for the area if needed. Candidate will also manage this team of volunteers in the Welcome area, schedule shifts, and ensure appropriate coverage of the area.

- Distributing guest experience surveys and collecting these surveys in a confidential lockbox, and/or distributing information on how to find surveys online.
- Comfortable during slower visitation periods, showing the initiative to make improvements to the guest experience protocol during these times.

The candidate will perform duties with great attention to detail and have excellent guest service skills. This customer-focused individual will be open to new tasks, familiar with computers, and adaptable to change.

This individual will participate in creating a thriving culture of philanthropy at the SPCA Serving Erie County by increasing awareness and support of our organization. This is achieved by being knowledgeable and supportive of SPCA programs and events, sharing your passion for service to people within our community, and serving as an inspiration by providing an exemplary level of guest service.

### **CANDIDATE REQUIREMENTS**

- Exceptional interpersonal communications and customer-focused skills.
- Associate's Degree in Hospitality or Guest Services is preferred.
- 5+ years of customer service experience desired.
- Ability to exhibit a positive, friendly demeanor in all guest interactions; keen listener with the ability to address guest concerns and successfully resolve any issues that arise.
- Excellent time management and organizational skills.
- Ability to prioritize service to guests and multi-task.
- Ability to exhibit friendly confidence and self-assuredness in all guest/staff/volunteer interactions.
- A neat, professional appearance and smiles are musts!

If you are interested in this position and meet the qualifications, please submit your resume to Julie Schultz, Human Resources at the SPCA Serving Erie County: [julies@yoursPCA.org](mailto:julies@yoursPCA.org). Thank you!