



Board of County Commissioners
Department of Community Services
Division of Community & Recreational Programs
Animal Services Section
4030 Airport Road
Inverness, Florida 34450
Phone: (352) 726-7660
Fax: (352) 726-4120

Job Description Title: Greeter
Location: Front Office
Shift Time(s): 10:00 – 4:00 Monday thru Saturday
Minimum Age Requirement: 16+

Description:

Door greeters welcome the customers, directing them to the sign-in sheet, and then to the next available counter staff member, or to have a seat until someone becomes available. If necessary, they will direct the customer to the appropriate area of the shelter, answer basic questions, and instruct customers on how to complete lost pet cards.

Greeter should be friendly but respectful of time, as the reception area can quickly get crowded with visitors with various needs: (Adoption, requested euthanasia, lost pet, surrendering a stray or a pet). Greeter needs to defer to the front office staff & create proper expectations for the visitor. In some cases, after the greeter has become familiar with adoption policies, may be able to answer questions and can send visitors out to the Shelter to view animals for adoption. Greeter should be up to date on County License requirements. Can provide general information about our shot clinic & our obedience classes.

Greeter should take responsibility for the organization and cleanliness of the reception area, making sure all necessary forms are present in quantity: Sign in Sheet, Adoption Application, Owner Release Form & Owner Claim Form. Restock the literature rack. Throw out any trash, organize front office literature, clean up or mop up pet accidents.

Skill-Set Requirements:

Excellent customer service skills; Ability to deal with emotional issues

Requirements (special clothing boots, tools, gloves, etc.):

Age-appropriate, tasteful attire
