

Client Service Representative

MADACC handles an estimated 13,400 animals annually covering the entirety of Milwaukee County with a population of 960,000. Applications are currently being accepted for the position of Client Service Representative to establish a candidate eligibility pool to fill future openings in this position.

MAJOR DUTIES AND RESPONSIBILITIES

Client Service Representatives are responsible for: Providing courteous professional customer service to clients via telephone and at the shelter, accurately receive information regarding the pick-up of stray, seized or abandoned animals; dispatch information regarding the pick-up of an animal in a timely manner to officers in the field; accurately complete lost and found animal reports; assist clients at the shelter and/or via telephone in the recovery of their lost pet; perform general filing as needed; prepare letters of notification to known pet owners of animals impounded at the shelter; maintain animal bite case logbook; trace owner information via tags, microchip, etc.; prepare all necessary paperwork for the redemption of an animal; work with local veterinarian clinics, police, sheriff, health departments, City and Village Treasurer's offices; provide accurate data entry; collect all appropriate fees pertaining to the redemption of an animal; prepare and maintain all licensing records; assist clients in the use of live animal trap; provide general guidance and advice; provide minimal animal handling.

MAJOR QUALIFICATIONS & ABILITIES

Candidates for the position of Client Service Representative must meet the following minimum requirements: possess high school diploma or equivalent; excellent organizational skills and a strong initiative; ability to accurately complete all document activities; a thorough understanding and dedication to the philosophies of animal welfare; must be able to lift a minimum weight of 40-50 pounds safely; possess the computer skills to perform data entry to maintain and update computerized records; ability to provide courteous professional customer service via telephone and at shelter; ability to work a varied schedule including nights, weekends, holidays and overtime.

SALARY AND BENEFITS

Salary for this position will be discussed at time of interview. Benefits include vacation and sick leave earned on an accrued basis for full time employees and paid holidays.

APPLICATION PROCESS

Apply in person only. Milwaukee Area Domestic Animal Control Commission, 3839 West Burnham Street, West Milwaukee, WI 53215.

MADACC IS AN EQUAL OPPORTUNITY EMPLOYER