

**INTERNSHIP TITLE: CUSTOMER CARE INTERN**



**REPORTS TO: PET ADOPTION CENTER MANAGER**

## **POSITION SUMMARY**

NCAL's Customer Care Interns work directly in all aspects of customer service in our Pet Adoption Center. We are looking for passionate and enthusiastic individuals who enjoy working in a fast-paced environment with both people and animals. Customer service is the first and essential step towards encouraging positive adoption outcomes, interactions with prospective adopters, donors and the community in general. You will be working closely with the Pet Adoption Center Manager assisting in all the daily tasks and ensuring providing customers with a positive experience.

**Weekly Hours:** 4 (minimum) -16 (maximum) hours **Expected Time Frame:** 3 months or 1 semester

Option 1: November- December; Option 2: February- April; Option 3: June-August

**Pay Status:** Unpaid Internship

**Primary Areas of Focus:** Front desk supervision; enhancing customer service experience; streamlining adoptions and organization; volunteer engagement; database configurations.

**Additional Responsibilities:** Maintaining the lobby's cleanliness through mopping, sweeping and wiping down counters; greeting visitors and assisting them with our sign in process and Covid-19 screening; explaining NCAL's current operational procedures involving Covid-19 safety and answering questions for visitors; completing specific projects assigned at the discretion of the PAC Manager.

**Skills needed:** We are looking for detail oriented individuals with a friendly and warm personality and exceptional time management and organizational skills. The intern should possess a positive attitude and demonstrate willingness to work with a team. As a customer-facing position, the intern must always maintain professionalism and sensitivity to emotional situations. Ability to make and answer phone calls, commit to a schedule and willingness to learn how to use the online shelter database is required, as well as professionalism, courtesy, tact and sound judgment. Top candidates will have prior knowledge of animal care and pet ownership; and have the ability to multitask and work under pressure. Excellent written and verbal communication skills and computer skills, ability to multitask, work under pressure and follow directions are also necessary.

**Skills that will be developed:** The intern will gain experience being a team member in a professional environment where they will learn how to communicate effectively and compassionately during emotional or stressful situations. They will develop best practices for - providing counseling and tips for integrating a new animal into an adoptive home; providing local animal related resources for adopters and members of the community; learning the importance of counseling and matchmaking in animal rescue operations, as well as program management/supervision skills.

**To apply, please send a resume and cover letter to the Pet Adoption Center Manager, Emily Peterson, at [emily@ncal.com](mailto:emily@ncal.com).**

*\*NCAL values diversity of all kinds, and is committed to building a diverse, equitable, and inclusive workplace where we learn from each other. We are an equal opportunity employer and welcome talented applicants of all different backgrounds, experiences, abilities and perspectives. Individuals from non-traditional backgrounds, historically marginalized, or underrepresented groups are strongly encouraged to apply.*