Customer Service Representative

Location: Animal Protection Society of Durham (APS)

Employment status: Full-Time

Department: Customer Service

Are you passionate about helping people and animals? Do you thrive in fast-paced environments where compassion, communication, and problem-solving are key?

At Animal Protection Society of Durham (APS), you won't just have a job—you'll have a purpose. Since 1970, APS has been a trusted leader in animal welfare, caring for thousands of animals each year and helping build lifelong bonds between pets and people.

We're looking for a dynamic, compassionate, and high-energy Customer Service Representative to serve as the front line of our shelter operations.

Position Summary:

As the first point of contact for the public, you will play a critical role in shaping the experience of every visitor, caller, and future pet owner.

- Customer Experience & Intake
    - Greet and assist visitors with professionalism and compassion
    - Manage animal intake inquiries and triage needs effectively
    - Answer phones and respond to emails and voicemails daily
- Adoptions & Redemptions
    - Guide families through the full adoption process—from application to adoption
    - Assist pet owners with reclaiming lost animals
    - Educate the public on responsible pet ownership and animal care
- Animal Support & Education
    - Provide guidance on behavior, training, and transitioning pets into new homes
    - Share knowledge on common medical and behavioral concerns
- Operations & Administration
    - Maintain accurate animal records using Chameleon software
    - Process payments and maintain documentation

- Support shelter inventory tracking and reporting Community Impact

- Connect Durham residents with resources like spay/neuter programs and financial assistance
- Collaborate with internal teams to support APS goals

What You Bring

- Strong communication skills (written & verbal)
- Compassionate, people-first mindset
- Ability to stay calm in emotional or high-stress situations
- Strong attention to detail and organization
- Team-oriented with a proactive approach

Qualifications:

- Customer service experience (required)
- Animal shelter or veterinary experience (highly preferred)
- Knowledge of animal behavior and care
- Familiarity with Chameleon or similar systems (a plus)
- Bilingual (highly preferred)
- High School Diploma required

Schedule **(subject to change based on organizational/departmental needs)**

- Must be available to work Saturday

Why Join APS?

- Be part of a mission-driven organization making real impact
- Work with a passionate, supportive team
- Help animals find loving homes every single day
- Engage with the community in meaningful ways

Ready to Make an Impact? If you're ready to combine your love for animals with exceptional customer service, we want to hear from you!

How to apply: send resume and cover letter to allison.cope@apsofdurham.org

Equal Opportunity Statement:

APS of Durham is an equal opportunity employer. We are committed to creating an inclusive environment for all employees and interns and do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, veteran status, or any other protected status under applicable law.