

**Leicester & Leicestershire Animal Aid Assoc**  
**EMPLOYMENT VACANCY**  
**Receptionist (maternity cover)**

We have an opportunity for an experienced receptionist to join our team at our rescue and rehoming centre in Huncote, Leicestershire. This will be for maternity cover for up to 12 months and commencing at the beginning of August 2022.

The role of the receptionist is to provide an excellent level of customer service to our visitors, members, volunteers, supporters and adopters.

**Reception duties in brief**

- To answer the telephone and deal with enquiries from members of the public, potential visitors, supporters and members.
- Provide current details of visiting days and times to view cats and dogs.
- To meet and greet all visitors to the Centre and advise them of relevant Health and Safety information.
- To provide information regarding our rehoming process and related fees.
- To provide visitors/supporters with relevant literature such as taking on a rescue dog or cat, membership application, newsletter, events list etc.
- To provide information regarding fundraising events such as the Coffee Shop, mini markets, dog shows, pet first aid courses, K9 Kidz workshops etc.
- To provide relevant information to members of the public regarding stray/lost dogs and cats.
- To assist, if required, in providing information to visitors regarding dogs available for rehoming from information on the reception Homing Board.
- To accept monies for retail sales and enter correctly into the till and record accurately on the Control Sheet.
- To accept and accurately record any monetary donations such as cheques or cash.
- To record any lost or found pets in the Lost and Found register and regularly review.
- Record relevant information for anyone wishing to relinquish ownership of their dog or cat in accordance with current procedure.
- Assist visitors who bring in donated goods such as pet food/product or items for the charity shop.
- Ensure the photo rehoming board and rehoming folder is kept current with photos and information of each dog and cat available for rehoming.
- Assist the rehoming team with creating animal promotion material for rehoming purposes.
- Ensure the reception area is kept clear, neat and tidy.

**Attributes, skills and experience:**

Excellent telephony and communication skills  
Previous experience of a customer facing role  
Proficient with Microsoft office and good IT skills  
Experience with social media  
Sound administration skills and good attention to detail  
Accurate record keeper  
Confident and competent around dogs and cats

**Hours and days of work:**

Monday to Friday from 8.30am until 4.30pm.  
Maternity cover from 1<sup>st</sup> August 2022 for up to 12 months

**Reporting structure:**

The Receptionist will report to the General Manager and work closely with the rehoming team.

**Essential:**

The Receptionist must have a driving licence and their own vehicle as Leicester Animal Aid is not on a public transport route.

Please apply in writing by providing a covering letter and current Curriculum Vitae. By post to Keely Furborough, General Manager, by email to [keely.short@leicesteranimalaid.org.uk](mailto:keely.short@leicesteranimalaid.org.uk) or hand deliver to the Centre. Closing date for applications is Monday 4th July 2022.

Dated 9<sup>th</sup> June 2022.