Human Resources
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Customer Service Representative

JOB CODE	JOB FAMILY	PROFILE
JCV212	**Business Services & Support**	**Customer Service Representative**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$17.41 - $22.40**	**September 17, 2026**

The Customer Services Representative provides customer account and support services, research and conduct investigations into billing and account issues. Identify/verify or issue licenses, permits, verify vaccinations, or schedule animals for spay/neutering to ensure compliance with Animal ordinances. Assists the public or staff with identifying and releasing animals to appropriate owners, or with adoption process and update data on Animal Care database. May identify, verify or issue licenses, permits or schedule appointments. performing a full range of duties while exercising judgment and initiative with occasional instruction or assistance with new or unusual situations arising. Must be fully aware of operating procedures and policies of the work unit.

Job Description

DUTIES AND RESPONSIBILITIES

- Responds to inquiries in person, in writing and over the telephone in a courteous and exemplary manner; provides information within scope of knowledge or refers to supervisor or other personnel as necessary.
- Provides concise and accurate information to the public regarding animal history, reclaim process, adoption process, Animal Care programs and events at the shelter. Informs them of department policies and procedures or County Ordinances.
- Refers public to appropriate agency or organization for services when necessary. Issue licenses, permits and process adoption, intake, reclaim and referral paperwork. Ensures accuracy and processes all paperwork in compliance with computer system and department procedures.
- Conducts detailed research on history of animals for licensing, permits, current vaccinations, spay/neutering, microchipping or compliance with County ordinances for reclaims, adoptions, renewals and court cases.

Communicates findings to the owner or staff to ensure all history is current and in compliance.

- Issues licenses, permits, and processes adoptions, intakes, reclaim and referral paperwork. Ensures accuracy and processes all paperwork in compliance with computer system and department procedures.
- Maintains department filing systems, records, and databases.
- Responsible for receiving, accounting, reconciling and recording payment transactions for all fees associated with Animal Care Services.
- Performs basic bookkeeping/accounting duties; maintains petty cash fund.
- Assists the Veterinary staff in scheduling services for the public for spay/neuter, microchipping, vaccinations and educational programs to ensure availability.
- Reviews and verifies daily transactions for quality assurance and accuracy of prior day data entry.
- Assists in preparation, distribution, and processing of department mail and/or faxes.
- In certain roles, responsibilities may involve performing euthanasia tasks.
- Assists all professional staff with routine and/or clerical duties and perform a variety of duties relative to the assigned area of responsibility.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Associates degree in Business or a related field.
- One (1) year of experience in a call center, customer service, working in the field of animal care and sheltering or in an office setting.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

PREFERENCES

- Ability to work in the presence of animals.
- Broad knowledge of office procedures and methods including records management.
- Knowledgeable of the County's general geographic area.
- Excellent customer service and troubleshooting skills.
- Ability to greet customers with a friendly demeanor in stressful and emotional situations.
- Excellent organizational skills and ability to effectively handle multiple concurrent assignments, and activities.

- Proficiency in the use of Windows-based word processing, spreadsheet, and database software and in the development and maintenance of application data.
- Must have the ability to utilize computer systems to process and retrieve reporting information.
- Must have the ability to perform duties under stress.
- Must have the ability to communicate effectively in both oral and written English. Bilingual (Spanish) communication skills a plus.
- Must have the ability to interact effectively and professionally with state agencies, other departments, co-workers, supervisors and the general public.
- Individuals performing euthanasia are required to hold a valid license as a Euthanasia Technician issued by the State of New Mexico Board of Veterinary Medicine.
- Prior to performing euthanasia tasks, approval from the Director of Animal Care must be obtained.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- All essential duties are generally performed indoors. May be performed outdoors for special events.
- Duties are generally performed in a temperature-controlled environment.
- Worker may be exposed to animals, aggressive animals, animal bites, disease, odors, animal dander, animal byproducts and chemicals.
- Worker is exposed to intermittent noise factors.
- Duties are performed on an even surface which may be carpeted or tiled.
- Worker primarily works alone, both with and without supervision.
- Shiftwork will be required, and schedules may vary to include extended hours and weekends.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, multi-line telephone computer, printer, and copy machine.
- Handles logs, various forms and paperwork, writing utensils, manuals regarding the use of equipment and emergency procedures.