	Humane Society of St. Thomas HSSTT believes that every company's most valuable asset is a skilled and motivated workforce. Performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss approaches for meeting goals. HSSTT is an Equal Opportunity Employer.		
Job Title:	**Front Desk Reception**	**Department**	**Operations**
Reports To:	**Administrative Manager**	**Last Modified**	**11/10/25**

To provide professional, friendly service to all who enter the doors of the Humane Society. Knowledgeable on all services HSSTT provides and the organization's mission. Client satisfaction is a must for this position.

General Accountabilities

The Front Desk Receptionist is responsible for the smooth daily operations of the shelter's front desk. This position serves as the first point of contact for the public, volunteers, and community partners, ensuring a professional, compassionate, and efficient customer experience. The receptionist also supports administrative, financial, and volunteer-related processes, and may assist with basic animal care when needed.

Summary of essential job functions.

Customer & Public Interaction

- Greet all customers, donors, and volunteers in a cheerful, professional, and courteous manner.
- Thank individuals for bringing in strays or injured animals and clearly explain HSSTT policies and procedures.
- Provide quality in-person and telephone service, responding to inquiries and directing calls to the appropriate staff or department.
- Respond to questions regarding resident animals, adoptions, and HSSTT services (including TNR and spay/neuter programs).
- Monitor and respond to front desk voicemails, emails, and time-sensitive social media messages.
- Keep the front desk area organized, clean, and welcoming at all times.

Administrative & Recordkeeping

- Enter and maintain accurate animal records in the ShelterLuv program, including new intakes, adoptions, and transfers.
- Print kennel cards and ensure appropriate placement of animals with assistance from Animal Care staff.
- Maintain daily staff schedule board in the lobby.
- Check and match lost-and-found reports to incoming animals and maintain updated records.
- Prepare monthly reports summarizing animals on premises, adoptions, transfers, and other data for Board review.
- Maintain phone logs, filing systems, and standard office supplies.

Financial Transactions

- Accept and prepare receipts for donations, adoptions, trap rentals, and other payments.
- Reconcile credit card transactions and daily receipts; submit to accounting at the end of each day.
- Assist with membership renewals, member communications, and any retail or event ticket sales.
- Enter and maintain inventory of items for sale on behalf of HSSTT.

Volunteer & Community Service Coordination

- Welcome and assist community service participants and volunteers; ensure proper sign-in/out procedures are followed.
- Support volunteer orientation and direct volunteers to appropriate areas based on shelter needs.
- Maintain volunteer logs and ensure accurate documentation of hours.

Animal Care & Trap Rentals

- Assist customers with trap rentals: provide handouts, demonstrate proper use, and explain community cat protocols.
- When needed, assist Animal Care staff with feeding, watering, or cleaning.
- Support the intake process by photographing new arrivals and ensuring accurate data entry.

Security & Awareness

- Maintain situational awareness at the front desk and within the lobby to help deter theft or dishonest activity.
- Report any suspicious behavior or theft concerns to management immediately.
- Support management in maintaining oversight of staff and volunteers to prevent loss or misuse of shelter property.

Qualifications

- High School diploma or equivalent required.
- Valid U.S. Virgin Islands driver's license.
- Minimum one year of customer service or administrative experience preferred.
- Strong communication, organizational, and public relations skills.
- Proficient with Microsoft Office Suite (Word, Excel, Outlook) and Google Workspace; experience with ShelterLuv preferred.
- Ability to handle sensitive information confidentially and professionally.
- Positive attitude, flexibility, and ability to remain calm under pressure.
- Must be self-motivated, reliable, and able to work effectively both independently and as part of a team.
- Knowledge of animal care and welfare strongly preferred.
- Must be able to lift up to 30 pounds and perform physically active tasks as required.
- Ability to work flexible hours, including weekends and holidays, between 7:30 a.m. and 6:00 p.m.

Core Competencies

- Compassionate customer service
- Professional communication and demeanor
- Organization and attention to detail
- Initiative and problem-solving
- Team collaboration and volunteer support
- Accountability and integrity

Work Schedule

The Front Desk Receptionist must be available for weekend and holiday shifts as needed.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed

I acknowledge that I have received a copy of my job description and that my supervisor and I have discussed it.

Employee Comments :

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Employee Signature _____Title _____ Date _____