



Job Title: Operations, Client Care & Outreach

Coordinator

Organization: River Valley Pet Cremation Society

Location: 1904 Vermillion Street in Hastings

Employment Type: Part Time

Position Summary

River Valley Pet Cremation Society is seeking a compassionate, organized, and motivated individual to manage daily operations, provide exceptional client care, and develop professional relationships with veterinary clinics. This role is essential to ensuring a seamless, respectful experience for pet families while also expanding awareness of our services within the veterinary and surrounding community.

Key Responsibilities

Client Care & Service

- Meet with pet owners in person, by phone, or electronically with empathy, professionalism, and clarity
- Guide families through available service and merchandise options and explain processes with sensitivity
- Ensure each client experience is organized, respectful, and supportive

Operations & Workflow

- Coordinate and oversee the full cremation process, ensuring dignity, accuracy, and proper chain of custody

- Schedule services, manage logistics, and handle daily operational needs
- Maintain cleanliness, organization, and readiness of the facility
- Take responsibility of phones in off hours

Records & Administration

- Maintain accurate client records, service documentation, and regulatory logs
- Process payments, invoicing, and basic bookkeeping as needed
- Ensure compliance with company policies and applicable regulations

Sales, Outreach & Relationship Development

- Build and maintain strong relationships with local veterinary offices and clinics
- Visit veterinary practices to introduce, explain, and promote River Valley Pet Cremation Society services
- Educate veterinary staff on service options, processes, and benefits
- Serve as the primary point of contact for veterinary partners
- Track outreach activities and follow up to support long-term partnerships

Business Development & Organization

- Assist in developing and refining operational and outreach procedures
- Manage inventory and service materials for both operations and outreach
- Identify opportunities to improve services and expand community presence

Qualifications & Skills

- Strong interpersonal, communication, and relationship-building skills
- High level of organization and attention to detail
- Compassionate demeanor with the ability to navigate sensitive situations
- Comfortable with in-person outreach and professional sales conversations
- Ability to work independently and manage multiple responsibilities
- Basic computer and recordkeeping skills
- Prior experience in sales, customer service, veterinary, funeral, or caregiving fields preferred

Working Conditions

- Regular interaction with grieving pet owners and veterinary professionals
- Travel to local veterinary offices required
- Flexible schedule may include occasional evenings or weekends

Compensation

- \$23.00 per hour
- Hours required – part time hours

Why Join River Valley Pet Cremation Society

This role offers a unique opportunity to combine compassionate care with meaningful relationship-building. You will help families honor their pets with dignity while strengthening partnerships that support veterinarians and their clients during difficult moments.